DETENTION SERVICES BUREAU POLICY PROCEDURE MANUAL

JUVENILE COURT OF MEMPHIS AND SHELBY COUNTY

October 2013

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Juvenile Court of Memphis and Shelby County
Detention Policy Procedure Manual

Policy Procedure Manual Revision Sheet

Revision	Policy Number	Revision Description	Date Change Completed	
06/17/2013	VIII-2	To meet DOJ specifications	06/17/2013	
06/17/2013	VIII-3	More clear language on distribution of mat	06/17/2013	
06/17/2013	VIII-5	To meet protection of harm in MOA	06/17/2013	
06/17/2013	XI-12	Addition of restraints and transporting	06/17/2013	
10/8/2013	VI-35	Meet DOJ specifications	10/02/2013	
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Detention Policy Procedure Manual
Change Request

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2. Employee Name: _____
3. Date Change Submitted: _____
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6. Recommended Change:

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(Use additional blank pages if required)

Administration use only

Date Change Received: _____

Change recommendation approval or disapproval (circle one)

Routine RAC

Change number assigned: Yes _____ No

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Preface

The Court's Detention Policy Procedure Manual is the governing document to all policy procedures within the Detention Services Bureau. The policies herein are intended to clarify administrative policies and procedures of the Detention Services Bureau as well as to provide a handy and practical guide to help facilitate the work of the center's staff members. All staff personnel are to familiarize themselves with the policies, and to keep them available for ready reference. In the event of any apparent conflict between a rule of court and a detention policy procedure, the rule of court shall prevail.

Any other type of communication, written or oral, shall never supersede a Detention policy or procedure outlined in this manual. Any subsequent changes necessary shall be effected by a written policy, addendum, or modification of an existing policy. Court personnel are urged to assist in keeping the Policy Procedure Manual up-to-date by submitting to a designated Coordinator any suggestions they may have concerning the Detention Services Bureau policies and procedures in every area of its functions.

It is the duty of all supervisory personnel to familiarize themselves thoroughly with the Detention Policy Procedure and to see that the various units and officers under their supervision are in compliance with the policies. Also, a designated Coordinator shall (1) make periodic checks and unannounced inspections in all area's of the center to determine if the policies are being complied with in every detail, and report any deviations from the provisions of the policies to the department head and to the Judge, (2) search out and recommend better methods and procedures for implementing the provisions contained in the policies, (3) maintain a continuing assessment of the provisions of the policies for the purpose of re-evaluation and modification as necessary in the light of the needs of expanding center services, and (4) be alert and receptive to all suggestions from all Court personnel as to possible ways and means to improve methods and procedures and to report such suggestions to the Detention Center Administrator for consideration and possible incorporation in the Detention Center Policies and Procedure Manual.

All policies shall remain in force until superseded by a numbered policy procedure, which deals with the same policy and procedure.

Gary D. Cummings, Detention Administrator

Detention Services Bureau

Detention Services Bureau encompasses Central Detention Control, Boy's Detention, Girl's Detention, and Hope Academy. All areas except Hope Academy operate twenty-four (24) hours a day, seven (7) days a week. Youth taken into custody are admitted and released through Central Admissions. The Central Admissions and Detention Center personnel administer proper care and supervision of youth in the Court's custody awaiting disposition or placement.

During the admission process, information is obtained to be placed in the youth's social record. The Court detains only those youth who are considered a danger to the community or to themselves. These youth will be taken through an orientation process explaining their rights, the rules of the Detention Services Bureau, and procedures to be followed during their stay.

The Detention Center, which has rooms for one hundred fourteen (114) males and twenty-one (21) females, provides an elaborate daily schedule of education, spiritual, and physical fitness programs for the detainees. The detainees under the supervision of Detention Officers do work detail and ordinary maintenance of the detention facility during their stay in addition to their regular programmatic schedule.

Philosophic Orientation

The Memphis and Shelby County Juvenile Detention Center provides pre-adjudicatory care for youth for the Memphis and Shelby County area and surrounding counties. Care must be provided in a non-judgmental manner, equal to all, regardless of their charge, gender, race, religion, national origin, sexual orientation, disability, or political views. It is our belief that structures and expectations are not viewed in a punitive nature, provided that structure and expectations are made clear and precise and are enforced in a manner that is both fair but firm and equal to all.

We are committed to: (1) Creating a humane environment that eliminates all barriers created because of race, gender, religion, sexual orientation, age, disability, color, and creed. (2) Providing food for juveniles' basic needs such as shelter, food, clothing, and medical care. (3) Providing for the physical, emotional, mental, religious, educational, and social needs of juveniles during the course of their stay in the Detention Center. (4) Housing the juveniles in a safe and humane environment maintaining the level of security necessary to prevent escape and to assure that the juveniles live free of fear of assault or intimidation by staff or other juveniles.

Vision

The vision of the Memphis and Shelby County Juvenile Detention Center is one that we may offer hope and help in preparing young people in its care to develop and sustain productive lives.

Mission

The Court seeks to ensure public safety and protection of the community, to hold youth offenders accountable to victims and communities, and to develop youth competency and character to assist them in becoming responsible members of society.

Core Values

The Court is committed to continuous quality improvement and managing for results. In our efforts to achieve measurable goals, strategies, and performance outcomes, Court employees must be prepared for meaningful change. However, our actions must be guided by core values, which from the principles, and beliefs that enable us to fulfill our mission.

Honesty and Integrity

We adhere to the highest standards of ethical behavior.

Our Employees

We recognize that our employees are our most important resource. We are committed to the personal well-being and professional development of all employees. We encourage creativity and we reward superior performance.

Responsibility and Accountability

We are responsible for the health, safety, care, and humane treatment of all youth under our jurisdiction, and we are accountable to the people of Memphis and Shelby County. Our behavior is guided by standards of conduct supported by appropriate, corrective disciplinary action.

The Court shall annually review these detention policies and procedures to ensure their conformity with state and federal law, regulations, Juvenile Court policy and practice, and the changing needs of the population. Such reviews may result in appropriate modifications, additions or deletions to these policies and procedures.

	Policy # III Review: March **ORGANIZATIONAL STRUCTURE**
Chapter: Organization and Administration *Revised: January 15, 2013* Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: ACA Standards 3-JDF-1A-03; 10; 11; 1B-05 through 06

SUBJECT: ORGANIZATIONAL STRUCTURE

I. PURPOSE

To describe the organizational structure of the Detention Services Bureau and those Bureaus within the composition of the Juvenile Court of Memphis and Shelby County's Organizational Structure as they correlate with that of the Detention Services Bureau.

II. POLICY

A single Administrator to whom all employees or units of management within the Detention Services Bureau is responsible and appointed by the elected official of the Juvenile Court of Memphis and Shelby County. This Administrator shall be responsible for implementing the policies and procedures of the Detention Services Bureau and meet applicable licensing requirements of the jurisdiction.

III. DEFINITIONS:

Administrator – The acting authority, appointed by the elected official of the Juvenile Court of Memphis and Shelby who shall be responsible for the control, supervision and the proper administrative functioning of that bureau and who is directly responsible to the Judge through the Chief Administrative Officer and the Director of Court Services.

IV. PROCEDURES

The Detention Services Bureau, departments and all sections are under the control and supervision of the Administrator who is directly responsible to the head of the next higher component of the division of which is the Director of Court Services. The following is general description of the organizational structure:

A. The **Detention Services Bureau**, under the direction of an **Administrator** and assisted by a **Deputy Administrator** and **Manager**, shall be responsible for the following:

1. The administration and management of the Boys' and Girls' Detention Units and the Central Detention Control, to include the Holding Area, that operates twenty-four (24) hours per day seven (7) days a week operation;
2. Supervision of assigned Administrative personnel to include the ACA and Quality Assurance Coordinator, Executive Secretary;

3. Maintaining the safety and welfare of all detainees that are placed in the custody of the Detention Center;
4. Contract management for public and/or private contractors or those operating under a Memorandum of Agreement that specify their relation to the authority and responsibility of the Detention Center, providing a service(s) to the programs or offices within the Detention Center and the detainees therein to include but not limited to the Health Authority, the Chaplain program and the School Programs;
5. Development and maintaining of a Resident Overview Handbook to be reviewed at least annually. This should include but not be limited to:
   i. Introduction to the Detention Center
   ii. Description of Services and Programs
   iii. Resident Rights
   iv. Grievance Procedure
   v. Rules and Consequences
   vi. Visitation
   vii. Telephone Use
   viii. Mail Procedures
   ix. Daily Schedule
   x. Emergency Procedures
6. Participates in fiscal management and budget deliberations as organized and supervised by the Office of Administrative Services and presented to the Shelby County Board of Commissioners pursuant to jurisdictional procedure. This participation includes the requesting of funds for maintaining the Detention Center's daily operations; financing capital projects; and supporting long-range objectives, program development, and additional staff requirements.
7. Development of the mission statement, to include the philosophy, goals and purposes of the organizational unit. The mission statement shall be reviewed at least annually and updated if necessary.
8. Formulates and reviews goals for the Detention Center at least annually and translates them into measurable objectives. Progress toward attainment of goals shall be reported to the Director of Court Services and the Chief Administrative Officer of the Juvenile Court of Memphis and Shelby County.
9. All facets of the twenty-four (24) hour, seven (7) days a week security from daily facility oversight and maintenance to administrative policies and compliance with all federal and state statue's and regulatory mandates regarding housing of juvenile's within a secure environment.
10. Shall ensure that the program meet all applicable licensing requirements of the jurisdiction in which it is located.

B. The **Director of Administrative Services**, with the assistance of bureau administrators, shall be responsible for the supervision and coordination of all components of the Administrative Services Division in accordance with the policies and directives of the Court. This Division, while not directly involved

in the structural organization of the Detention Services Bureau, does perform peripheral duties that directly affect the Bureau and Division. The following are the Bureaus within the Administrative Services Division:

1. The **Fiscal and Support Services Bureau**, under the direction of an administrator, is responsible for the budget, contracts, grant administration, building maintenance, and housekeeping and computer services to include information technology.
2. The **Purchasing and Offices Services Bureau**, under the direction of an administrator, is responsible for purchasing of supplies and equipment, food services, and office services.
3. The **Personnel and Training Bureau**, under the direction of an administrator, is responsible for the Human Resource Section, the coordination of training, and telephone services to include support services for all of these areas.
4. The **Volunteer Services Bureau**, under the direction of an administrator, shall be responsible for liaison between the Court and all court volunteer services, and have overall responsibility for coordination of the various volunteer activities. The Administrator shall supervise the Special Services Department, and the Auxiliary Probation Service.

C. The **Children's Bureau**, under the direction of the Chief Probation Officer assisted by a Deputy Chief Probation Officer, shall be responsible for all services to youth, to include delinquent, unruly and dependent and neglected youth. This Bureau shall be divided into the following departments:

1. The **Corrective Services Department**, under the direction of a manager, shall be responsible for the supervision of the Non-Custodial Diversion Section and the Probation Section.
2. The **Protective Services Department**, under the direction of a manager, shall be responsible for the supervision and handling of youth alleged to be dependent and neglected, abused, or who are subjects of custody and visitation matters.

D. The **Youth Services Bureau**, under the direction of an Administrator and assisted by a Deputy Administrator, shall be responsible for the supervision of all adjudicated delinquent youth placed in their custody.

E. The **Office of Clinical Services**, under the direction of an Administrator/Psychologist, is comprised of the Assessment and Service Planning Section.

F. The **Evaluation and Referral Bureau**, under the direction of an Administrator and assisted by a manager is responsible for the referral and supervision of those youth who are receiving community based mental health and substance abuse treatment.

G. The **Clerk of the Court**, an elected official of Shelby County, is entirely responsible for the management of that office. The Clerk of the Court is responsible for the supervision of the **Court Bailiffs**, the **Central Records Department**, the **Payment-Disbursement Department**, **Process and Parent Location,** and the **Minute Department**.

Revised January 15, 2013

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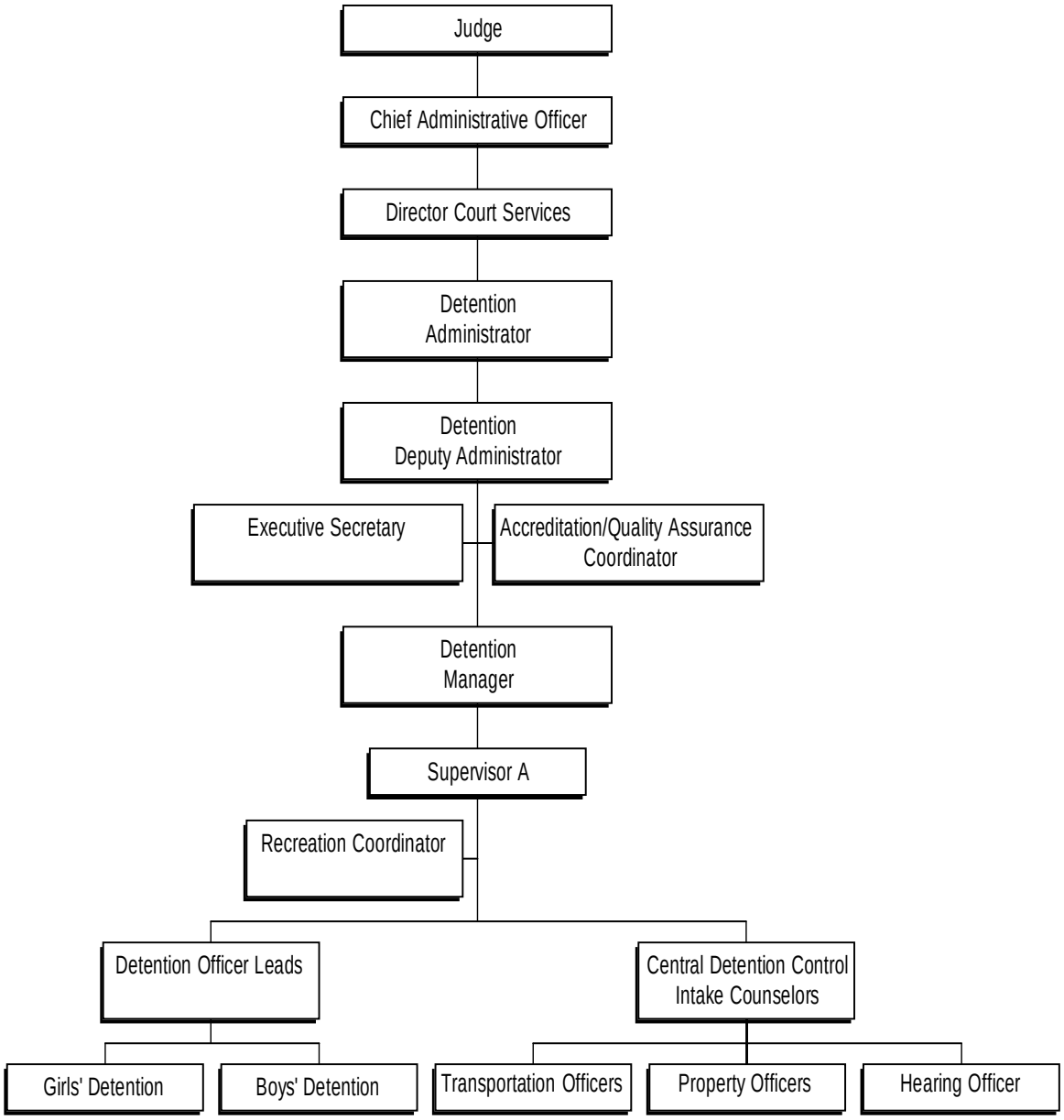
Detention Services Bureau



	Policy # III-2
	Review: March
	ORGANIZATION AND ADMINISTRATION
Chapter: Organization and Administration *Reviewed: January 15, 2013* Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-1A-15

SUBJECT: FACILITY AUTHORITY

I. PURPOSE

To outline the authority by which the Administrator and the Deputy Administrator +are appointed by the Elected Official and to explain his/her qualifications.

II. POLICY

It is the policy of the Detention Services Bureau of the Juvenile Court of Memphis and Shelby County to recruit and hire a qualified Administrator and Deputy Administrator for the facility. These positions are to be appointed by the Elected Official of the Juvenile Court of Memphis and Shelby County.

IV. PROCEDURES

The qualifications, authority, and responsibilities of the Administrator, Deputy Administrator and any other appointed personnel who are appointed by the Elected Official are specified by statue and by extension, the Elected Official of the Juvenile Court of Memphis and Shelby County. The applicable job description shall be attached herewith and updated as needed.

The qualifications for the position of Administrator include the following: a Bachelor's degree in an appropriate discipline from an accredited college or university or ten (10) years experience in a management or supervisory capacity; or a demonstrated administrative ability and leadership or an equivalent combination of related education and experience.

The qualifications for the position of Deputy Administrator include the following: a Bachelor's degree in an appropriate discipline from an accredited college or university or five (5) years experience in a management or supervisory capacity; or a demonstrated administrative ability and leadership or an equivalent combination of related education and experience.

The term of employment for the Administrator, Deputy Administrator and any appointed personnel not covered by the Civil Service Merit System is contingent upon and can be terminated by the Elected Official at any time without notice.

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	Policy # III-3
	Review: March
	MEDIA ACCESSIBILITY
Chapter: Organization and Administration Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-1A-30; 31; 31-1

SUBJECT: MEDIA ACCESSIBILITY AND DETAINEE CONTACT WITH MEDIA

I. PURPOSE

To establish procedures for the facility's commitment to informing the public and the media of events within the facility's area of responsibility and establishing boundaries for detainee contact with the news media.

II. POLICY

It is the policy of the Detention Services Bureau to provide information to the media and public that will foster community involvement and support. Representatives of the media will have limited access to the facility consistent with preserving the detainees' rights to privacy and maintaining order and security as allowed by TCA-37-1-153 and 37-1-54 and approved by the Judge or designee. This directive shall not supersede, but shall work in conjunction with the Juvenile Court of Memphis and Shelby County Administrative Manual, Directive Number 1-7, Publicity.

III. DEFINITIONS:

News Media –Any reporter, photographer or representative of newspapers, magazines, publishing houses, television and/or radio stations.

IV. PROCEDURES

ACCESS AND INQUIRES

All media inquiries verbal or written of a general nature for detention center access are referred to the Detention Services Bureau Administrator. The Detention Services Bureau Administrator will notify the Chief Administrative Officer or the Director of Court Services for the Juvenile Court of Memphis and Shelby County via written memorandum for approval and access limitations.

News media will make advance arrangements with the Detention Services Bureau Administrator for access to areas occupied by detainees and /or to interview, tape and/or film detainees.

Parents/legal guardians must be notified by the Detention Services Bureau Administrator/designee and are to give written permission prior to the media conducting an interview with any detainee.

All requests for information specific to any detainee or case before the court will be referred to the Chief Probation Officer in Children's Bureau who has been designated by the Judge as the contact person for this purpose.

It is the policy of Detention Services Bureau that no employee will discuss or divulge any information about a specific detainee or case before the court. All such inquires will be directed to the Chief Probation Officer.

All information contained in the Detention Center electronic (JCS-32) records and hardback files are protected and may only be released as outlined in TCA 37-1-153 and 37-1-154.

Members of Detention Services Bureau are free to discuss operational policy and procedures and daily routine with any approved visitor.

All members of the media must sign into Lobby Guard prior to entering the secure area of the Detention Center and sign out upon exiting the facility.

Detention Services Bureau personnel will escort members of the media while in the facility. They will be searched of their person with a metal detector and pat searched. All belongings except those items that are actually needed for the media visit shall be locked in a locker prior to entry into the secure area.

Interactions between detainees and members of the news media may be visually monitored.

Inquiries relating to an emergency situation or an incident will be immediately forwarded to the respective Division Head pursuant to the Juvenile Court of Memphis and Shelby County Administrative Manual Directive 1-7, Item 5.

No employee will initiate contact with the media or furnish any information concerning any emergency or other incident without authorization from the Judge of the Juvenile Court of Memphis and Shelby County or designee.

In reference to all special events or special coverage by the media relative to a particular event or specific news worthy story, all information shall be released from the Media Consultant's Office, the Judge of the Juvenile Court or designee.

RESTRICTIONS

1. Detainees may decline to be interviewed.
2. Detainees' names are never used.
3. Detainees will not be photographed, audio taped, videotaped and/or filmed by members of the news media when such activity could result in the identification of the detainee. Members of the news media may interview detainees provided that written permission is given by the parent or legal guardian and the Juvenile Court Judge prior to the interview. A Detention Services Bureau designated employee must be present during the entire interview to ensure that no identifying information pertaining to the detainee is asked/given to the news media representative(s).

	Policy # III-4
	Review: March
	ACCESS TO LEGAL COUNSEL
Chapter: Organization and Administration Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-1A-32

SUBJECT: ACCESS TO LEGAL COUNSEL

I. PURPOSE

To streamline a system of seeking legal opinion for the Detention Services Bureau Administrator who is in need of job related legal direction as it relates to the administration of the daily operations of the facility.

II. POLICY

It is the policy of Detention Services Bureau that the Detention Services Bureau Administrator will be provided with appropriate legal direction in the performance of their duties by the Chief Administrative Officer/Chief Counsel and/or the County Attorney.

III. PROCEDURES

In the event situations or circumstances arise within the facility during the daily operations that require interpretation of the Tennessee Code Annotated or that which require other legal opinion, the Detention Services Bureau Administrator or his designee may seek legal direction from the Chief Administrative Officer/Chief Counsel. Should the situation arise, the Chief Administrative Officer/Chief Counsel may seek further opinion and/or assistance from the Shelby County Attorney.

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	Policy # III-5
	Review: March
	CHANNELS OF COMMUNICATION
Chapter: Organization and Administration *Reviewed: January 15, 2013* Reviewed by: ***Signatures on file in Administrator's Office***	Related Standards: 3-JDF-1A-12; 20; 23; 25-27

SUBJECT: CHANNELS OF COMMUNICATION

I. PURPOSE

To describe the procedures used to ensure that adequate communications are maintained between administrative, program, and security staff within the Detention Services Bureau, the Juvenile Court of Memphis and Shelby County and as well as with any contractor and outside agencies.

II. POLICY

It is the policy of the Detention Services Bureau to encourage continuous communication both formal and informal throughout the entire chain of command, particularly by personnel who deal directly with the detainees, as well as with inter-departmental administrators, other child serving agencies and community advisory committees so as to promote the highest level of communication and exchange of information necessary to link the program and the community.

III. DEFINITIONS:

Communications- The transfer of information from one individual to another whether on an individual or a group basis, via chain of command.

IV. PROCEDURES

INTER-DEPARTMENTAL COMMUNICATIONS

A. The Administrator will hold formal staff meetings at least monthly with all management and supervisory personnel. Staff meetings will cover reports on operations, policy and procedure updates, facility programs and other necessary topics. The Administrator will also conduct a monthly in-service meeting, which will include all management and supervisory personnel. The Executive Secretary will maintain a file of all in-service meeting minutes kept and ensure the information is forwarded to the Training Coordinator.

B. The DSB Manager will conduct meetings at least weekly with supervisory personnel under his/her supervision. Shift Supervisors will meet with their officers weekly. All minutes of meetings will be recorded in JCS32.

C. The Administrator will meet and provide written reports at least monthly with the Juvenile Court of Memphis and Shelby County Chief Administrator Officer. The reports will advise the extent and availability of services and programs.

D. Daily meetings and a review of cases of detainees held in the detention center will be attended by the staff of the Children's Bureau and the Detention Services Bureau to develop and maintain sound interagency communication.

E. The DSB Administrator and the DSB Deputy Administrator will attend

weekly meetings with the Juvenile Court Chief Administrative Officer, designated executive personnel from bureaus throughout the Court and various other child serving agencies. Meeting minutes are on file with the CAO's executive secretary in Administrative Services of the Juvenile Court of Memphis and Shelby County.

F. The Administrator or designee in conjunction with the Juvenile Court's Interagency Manager shall respond to requests for information consistent with confidentiality statues, by providing lines of communication with the executive, legislative, and judicial bodies at all governmental levels. The regular meetings with all parties referenced in the section above provides on-going opportunity for the administrative staff of the detention center to maintain open lines of communication with the court, executive management, and the county officials as necessary.

COMMUNITY ADVISORY COMMITTEES AND BOARD COMMUNICATIONS

The Administrator or designee serving as a representative of the Detention Services Bureau will serve on any necessary community advisory committee to serve as a link between the program and the community to address emerging changes and needs throughout the community. Minutes of the attended meetings shall be maintained on file in the DSB Administrator's office of all such advisory and board appointments.

	Policy # III-6 Review: March **PUBLIC AND PRIVATE AGENCY CONTRACT PERSONNEL**
Chapter: Organization and Administration Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-1A-19; 1C-08

SUBJECT: PUBLIC AND PRIVATE AGENCY CONTRACT PERSONNEL

I. PURPOSE

To define the role and functions of employees of public or private agencies providing a service to the facility and/or the detainees.

II. POLICY

All public or private agencies providing a service with professional specialists to the facility and/or the detainees, which may be governed by contract between Shelby County Government and the Juvenile Court of Memphis and Shelby County.

III. DEFINITIONS:

Professional Specialists – Those contract personnel working in the fields of education, theology, social work, medicine, dentistry, and psychology, requiring specific preparation to achieve professional status.

IV. PROCEDURES

The role and functions of public or private agencies providing a service to the program(s) or office(s) shall be covered by contract or Memorandum of Agreement/Understanding that specify their relation to the authority and responsibility of the DSB Administrator and the Juvenile Court of Memphis and Shelby County. All contracts and memoranda shall be subject to the approval of Shelby County Government and shall be monitored by the respective Administrator within Shelby County Government and the Juvenile Court of Memphis and Shelby County. All contracts and agreements shall be reviewed at least annually and updated as needed.

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	Policy # III-7
	Review: March
	RESEARCH
Chapter: Organization and Administration Revised: January 15, 2015 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-1F-04 through 06; 1F-08

SUBJECT: RESEARCH

I. PURPOSE

The Administrator of the Detention Services Bureau shall provide for review and approval by the presiding Judge of the Juvenile Court of Memphis and Shelby County or designee for any research project prior to implementation. All approved projects shall be done so in accordance with applicable laws, rules and regulations concerning the protection of human subjects.

II. POLICY

The Administrator of the Detention Services Bureau shall ensure that appropriate and approved agencies shall have access to records for the purpose of research, evaluation and statistical analysis in accordance with a formal written agreement that authorizes access, specifies use of data and ensures confidentiality when applicable, as consistent with state and federal laws, court rules and any necessary administrative or court order

III. DEFINITIONS:

Research – A systematic search for facts or scientific investigation designed to develop or contribute to knowledge.

IV. PROCEDURES

All research requests will be reviewed for consideration by the Administrator of the Detention Services Bureau. The Administrator of the DSB will forward all appropriate requests to the Office of Interagency Services for consideration and approval through the Administrative Services Division of the Juvenile Court of Memphis and Shelby County, the Chief Administrative Officer/Chief Legal Counsel and ultimately the Judge of the Juvenile Court of Memphis and Shelby County. Any requests for the conduct of research received by any DSB employee shall be forwarded to the Administrator of the DSB for consideration. No research activities will be permitted without the written, expressed consent of the Juvenile Court of Memphis and Shelby County.

The Administrator of the DSB may monitor any on-going research projects and may, at its discretion, immediately suspend any project believed or determined to be harmful to youth, staff, or the mission and goals of the Detention Services Bureau. Should that be the case, the Administrator shall immediately notify the Office of Interagency Services, the Chief Administrative Officer/Chief Legal Counsel and the Judge of the Juvenile Court of Memphis and Shelby County.

If projects require active participation of youth or personnel outside of their normal activities, the participants must freely volunteer to participate and may withdraw from

participation at any time. No adverse consequences will be imposed for declining to participate or for withdrawal from research projects. No youth involved in a research project will be denied services to which he/she would ordinarily have access.

Privacy and confidentiality will be maintained in accordance with state and federal law, Detention Services Bureau Policy and Procedure, and all applicable ethical standards. The names of participants or information that would compromise confidentiality or privacy will not be released or included in disseminated results.

Note: DSB Policy and Procedure, XI-9, Juvenile Participation in Medical Research prohibits all medical, pharmaceutical, or cosmetic experimental research in the Detention Services Bureau.

	Policy # III-8 Review: March **CITIZEN INVOLVEMENT AND UTILIZATION OF VOLUNTEERS**
Chapter: Organization and Administration *Revised January 15, 2013* Reviewed by: ***Signatures on file in Administrator's Office***	Related Standards: 3-JDF-1G-01 through 05; 1G-07 through 09

SUBJECT: CITIZEN INVOLVEMENT AND UTILIZATION OF VOLUNTEERS

I. PURPOSE

To encourage community/citizen participation to enhance the well being of the detainees in the Detention Center as is consistent with the policies and procedures as set forth in the Administrative Manual, Directive Sections 15-1 through 15-9, of the Juvenile Court of Memphis and Shelby County.

II. POLICY

The Administrator of the Detention Services Bureau or designee shall collaborate with the Administrator of the Volunteer Services Bureau to ensure that the volunteer program is encouraged so as to utilize volunteers to enhance and extend programs as it relates to the Detention Center and the detainees. Further, the collaborative relationship shall include adherence to all policies and procedures for both Bureaus to the extent that volunteers are qualified to perform the duties for which they are volunteering. Volunteers may perform professional services only when they are certified or licensed to do so.

III. PROCEDURES

A. General Procedures

All citizen and volunteer involvement coordination shall be the primary responsibility of the Volunteer Services Bureau of the Juvenile Court of Memphis and Shelby County. The Administrator of the Detention Services Bureau or designee shall have oversight and shall coordinate all programs with the Administrator of the Volunteer Services Bureau. Citizens and volunteers shall report to their respective coordinator within the Volunteer Services Bureau pursuant to the Administrative Manual Directive referencing that bureau. However, in the event of a facility emergency, or when the DSB Administrator deems appropriate, he/she may curtail, postpone, or terminate the services of a volunteer or volunteer organization when there are substantial reasons for doing so.

B. Recruitment

1. The Volunteer Services Bureau shall have the responsibility of recruitment of volunteers. Pursuant to the Volunteer Services Bureau policy and practice, all volunteer opportunities are open to everyone with no discrimination of race, religious, political affiliation, and/or cultural or socioeconomic segment of the community.
2. All prospective volunteers are requested to complete a Court Volunteer Application, JC-166. The JC-166 also indicates, by way of the applicant's signature, that the applicant agrees to abide by the rules and guidelines set for the by the Juvenile Court of Memphis and Shelby County. The applicant further understands that a detailed background check will be conducted based on the information provided on the application. The applicant further agrees to be finger printed if accepted into the volunteer program in any capacity.
3. Any special guest speaker or volunteer who has not yet completed the orientation and/or training period will be required to be escorted in the Detention Center at all times by a Detention Services Bureau designee. The special guest speaker or volunteer speaking under these circumstances shall by assigned an escort on the Outside Service Personnel Log after having first signed into Lobby Guard pursuant to Section D of this policy.

C. Orientation

The Volunteer Services Bureau shall have the responsibility of completing orientation on volunteers who shall have contact with the detainees within the Detention Center. The orientation shall encompass at the very least:

1. A tour of the Detention Center;
2. Any related policies and procedures;
3. A code of conduct while working within the secure Detention Center;
4. Emphasis on any misconduct with the detainees including the obligation to report.

D. Visitor Registration and Sign-In

1. All approved volunteers entering the Detention Center must first sign into the Lobby Guard pursuant to Detention Services Bureau Policy and Procedure, VI-24, Visitation, before being allowed into the Detention Center. Volunteers may enter at the designated times other than "No Movement" times unless the facility is in a state of emergency and security of the facility would otherwise be at risk.
2. The Volunteer Services Bureau Administrator will be responsible for keeping the calendar of events for the volunteer programming. The same will be provided to the Detention Services Bureau Administrator for dissemination throughout the bureau.

E. Rejection or Acceptance of Volunteer

1. The Administrator of the Volunteer Services Bureau shall be responsible for determining which applicants meet the programmatic specifications for volunteering and working within the Detention Services Bureau.
2. The Administrator of the DSB and/or the Administrator of the Volunteer Services Bureau/designee may as deemed necessary for the safety and/or security of the volunteers, detainees, etc., restrict, postpone or terminate volunteer services, by verbal mandate. If done so at the request of the direction of the DSB Administrator/designee, the Administrator will prepare a signed, written statement, informing the Administrator of the Volunteer Services Bureau of the reasons the program or the participation of the volunteer was discontinued. The Administrator of the Volunteer Services Bureau shall proceed accordingly with the understanding that the volunteer or volunteer organization shall not be permitted within the parameters of the secure Detention Center.

F. Evaluation

The Administrator of the Volunteer Services Bureau is responsible for any and all evaluation of the volunteer services provided to the Detention Services Bureau. Any evaluation done may be shared with the Administrator of the Detention Services Bureau.

Suggestions, comments, and/or changes regarding the establishment of policies and procedures for the volunteer program will be forwarded to the Administrator of the Volunteer Services Bureau, including recommendations from active volunteers.

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	Policy #III-9
	Review: March
	PHYSICAL PLANT
Chapter: Organization and Administration *Revised: January 15, 2013* ***Reviewed by: Signatures on file in Administrator's Office***	Related Standards: 3-JDF-2A-01 - 02, 3-JDF-2B-01, 04 – 05, 07, 3-JDF-2C-01, 3-JDF-2C-02-01, 03, 05 - 07, 09 - 12, 3-JDF-2D-01 – 03, 3-JDF-2E-02, 03 – 05, 07 – 11, 13, 3-JDF-2F-02, 3-JDF-3B-08, 3-JDF-4C-06; 3-JDF-5E-03

SUBJECT: PHYSICAL PLANT

I. PURPOSE

To describe minimum requirements for environmental conditions, maintenance, routine replacement of equipment and emergency repairs or replacement of equipment in emergency situations in the Detention Center of the Juvenile Court of Memphis and Shelby County and also describe the living and working conditions within the facility.

II. POLICY

To ensure the health, safety and security of all detainees, visitors, and personnel, the facility shall comply with all applicable fire, building, health, safety, and zoning codes. Reasonable accommodation is made to ensure that all parts of the facility that are accessible to the public are accessible and usable by all personnel and visitors with disabilities. All interior finishing materials in youth living areas, exit areas, and places of public assembly shall comply with applicable national fire safety codes.

III. DEFINITIONS:

Foot Candle – A unit for measuring the intensity of illumination defined as the amount of light thrown on a surface one foot away from the light source.

Maintenance - Preventive actions to maintain the condition of the facility and equipment to keep them in good operating condition.

IV. PROCEDURES

A. Codes and Ordinances

The Detention Center shall conform to all applicable fire, building, health codes, and local zoning ordinances certified at the time of construction or building purchase, and will continue to conform through any new remodeling or reconstruction. Proper code and zoning documents will be kept on file in the Office of the Manager of Facilities Maintenance.

B. Facility Size and Location

The Detention Center's physical design facilitates personal contact and interaction between personnel and detainees. The facility is located to facilitate the use of community-based services and continued contact between detainees and their families.

C. Facility Perimeter

The Detention Center has a secure perimeter movement between interior and exterior spaces, and ensures that detainees remain within the perimeter while preventing access by the general public without proper identification.

D. Interior Areas

All areas available to the detainees and staff will have the following:

- Lighting that is appropriate to the area;
- Ventilation and circulation of air sufficient in the event of a power failure;
- Toilets and wash basins with hot and cold running water and drinking water that is accessible to all persons using the area;
- Temperatures appropriate to the summer and winter comfort zones;
- Smoke and fire detection equipment that meet all applicable codes; and
- Designated exits located to permit prompt evacuation in an emergency.

E. Sleeping Areas

Male and female detainees will not occupy the same sleeping rooms. All sleeping rooms in the Detention Center shall be single occupancy. All housing areas will provide, at a minimum:

- Bed in each sleeping room;
- Lighting of at least 20 foot candles at desk level and in the personal grooming area;
- Natural light available from an opening or window that has a view to the outside or from a source within 20 feet of the room;
- Other lighting requirements for the facility determined by tasks to be performed;
- Access to drinking fountain; and
- Heating, ventilation, and acoustical systems to ensure healthful and comfortable living and working conditions for detainees and staff.

F. Dayrooms

Dayrooms with sufficient space shall be provided for the use of multipurpose programming activities. Dayrooms are separate, but located adjacent to the sleeping rooms. They contain seating and writing surfaces. Furnishing will be appropriate to the type of activities that will be conducted in the room (e.g., watching television, reading, recreation, conversation, games, and sometimes meal and work).

Dayroom furnishings are consistent with the custody level of the detainees assigned to the unit. Each unit has ample space for interviews with probation officers, social workers, etc.. aside from other detainees. Interview areas in private interview rooms located adjacent to the dayrooms are also available.

G. Sanitation Facilities

The following will be available and accessible in each living unit:

- Each sleeping room throughout the Detention Center is equipped with one toilet and one wash basin with hot and cold running water;
- Additionally, restrooms off each of the dayrooms on the residential units are equipped with toilets and wash basins with hot and cold running water;
- Showers with hot and cold running water that is thermostatically controlled for safety and comfort;
- Drinking water; and
- Mirrors located at convenient heights for detainees.

H. Handicap Housing

When the Detention Center receives a handicap/disabled detainee, they are housed in a manner that provides for their safety and security. Programs and services are accessible to detainees with handicaps/disabilities who are housed in the Detention Center.

I. Quiet Room

Quiet Room/Seclusion rooms located in Boys' and Girls' detention residential units are secured and are no longer an authorized practice of the Bureau. Under no circumstances are these rooms to be used for purposes other than Bureau storage pursuant to Detention Services Bureau Policy and Procedure VI-16.

J. Indoor and Outdoor Activity Areas

Adequate space is provided for indoor activity. This area has exercise and indoor sports equipment, such as Ping-Pong tables and board games.

Outdoor exercise areas for general population detainees shall be sufficient to provide at least an hour of exercise daily. The Detention Center shall also provide a variety of fixed and movable equipment for outdoor and indoor recreation pursuant to Detention Services Bureau Policy and Procedure, X-1.

K. School Classrooms

The Administrator of the Detention Services Bureau, in collaboration with the Administration of the Juvenile Court of Memphis and Shelby County and the Memphis City School System, shall ensure that the Detention Center provides adequate, co-educational classroom space in accordance with local or state educational statutes or requirements, should they exist so as to promote a healthy, safe, and secure learning environment.

L. Visiting Areas

The visiting area will allow for communication, including the opportunity for acceptable levels of physical contact. Storage facilities outside the visiting area will be provided for visitors' personal belongings pursuant to Detention Services Bureau Policy and Procedure, VI-24. Space for confidential consultation with lawyers and clergy is provided for in private interview rooms located adjacent to the dayroom on the Boys' Detention Unit and in the west hall from the Girls' Detention Unit.

M. Kitchen

Kitchen floor space is adequate for food preparation for the detention population, type of food prepared and the method of meal service. The food service area has separate areas for food preparation, serving and clean up to prevention contamination. Equipment and food storage areas are adequate for the quantities of food prepared and supplies stored. The kitchen area is equipped with built-in freezer and refrigerator storage. Provisions are also made for loading areas and garbage disposal facilities. Toilet and washbasin facilities are available to food service personnel in the vicinity of the food preparation area. The food service personnel also have an office located adjacent to the kitchen area which provides administrative space for menu planning and supervision of staff.

N. Dining Areas

There is adequate space for the number of people using the dining area at the same time. Space is provided for group dining except where security or safety considerations justify otherwise. Staff schedules the use of the dining room in shifts for each meal to ensure the safety and security of the detainees and to prevent inappropriate missing of varied populations otherwise segregated within the facility.

O. Laundry Facilities

Space is available for clothes and washing and drying machines. Large commercial laundry equipment is provided to ensure proper cleaning of all linens and clothing in the facility. Linen supply rooms are located in housing units and shall have the following items:

- Clothing items;
- Bedding;
- Other items for daily operations.

P. Storage Areas

Storage space is provided for supplies and equipment in sufficient size to ensure safe and sanitary use. Storage areas for janitorial supplies are provided for each living unit, work area, and/or activity area. These areas are well ventilated and have the following items:

- Broom and mop storage racks;
- Supplies of equipment;
- Shelves and cabinets for storage; and
- A sink and/or an eye wash station.

Q. Medical Clinic

There is a central medical room with appropriate examination equipment.

R. Control Rooms

Adequate space is provided for electronic control and communication equipment rooms. These control rooms are located in an area that allows constant visual supervision and facilitates contact and interaction between staff and detainees.

S. Administrative Areas

Space is provided for administrative, custodial, and professional staff that enables supervision, communication and interaction with the general living areas. These administrative areas are equipped with telephones and include storage room for records, and a public lobby. All parts of the facility that are accessible to the public are usable by disabled staff and visitors.

T. Mechanical and Electrical Closets

Space is provided for mechanical and electrical equipment. Any electrical equipment for the building that is necessary to the operations of the Bureau is located in secure closets throughout the bureau; the keys to said closets are in the possession of the Facilities Maintenance and Information Systems Sections.

U. Expansion Possibilities

Detention Services Bureau will determine, through a needs evaluation process, if more secure-bed capacity is needed prior to building a new facility or expanding the existing Detention Center.

V. Building and Equipment Maintenance

- The Detention Services Bureau shall have a written a preventive maintenance plan that includes provisions for the routine repairs of equipment and for emergency repairs or replacement of equipment in emergency situations through the Information Systems and Facilities Management Departments of the Juvenile Court of Memphis and Shelby County.
- The Detention Services Bureau Manager/designee shall maintain an electronic tracking database of all Detention Request For Maintenance Services, JC-106C, for repairs, and/or replacement of equipment through the Information Systems and Facilities Management Departments of the Juvenile Court of Memphis and Shelby County.
    - Detention Request For Maintenance Services, JC-106C requests submitted are entered into the electronic tracking system then routed to either the Information Systems or Facilities Management Departments of the Juvenile Court of Memphis and Shelby County.
    - All JC-106C requests are tracked to ensure they were handled to completion.
    - When an issue that poses a threat to the safety and security of the facility has not been addressed within forty-eight (48) hours has not been addressed, the Detention Services Bureau Deputy Administrator will be notified.
- When repair or maintenance problems exceed the budget or staff resources available the Detention Services Bureau Administrator shall be notified through the chain of command so that appropriate measures may be taken and addressed with other division Administrators with the Juvenile Court of Memphis and Shelby County or Shelby County Government.

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	Policy #III-10 Review: March **INFORMATION SYSTEMS**
Chapter: Organization and Administration Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-1F-01, 02, & 07

SUBJECT: INFORMATION SYSTEMS

I. PURPOSE

To explain the facility's information systems.

II. POLICY

The Detention Center shall have access to, and use an organized system of information storage, retrieval, and review. The information system is part of an overall research and decision-making capacity relating to both juvenile and operational needs. The effectiveness of the information system as it relates to the overall facility and data management is evaluated on an ongoing basis in writing, at least annually and submitted to the Manager of the Information Systems Department for updates to the JCS32.

IV. PROCEDURES

Access and Security to the Juvenile Court Software 32 (JCS32)

The following personnel within the Detention Services Bureau shall have access to the JCS32:

- Administrative, Management, Supervisory and Support Staff
- Admissions and Release Staff
- Detention Officers

Varying levels of security shall be designated to the personnel signing into the JCS32 as determined by the Administrator of the DSB or designee and the Manager of the Information Systems Department. Security shall be determined by the position classification within the Detention Services Bureau.

JCS32 may used by the Detention Services Bureau for the following reasons, but not limited to:

- Admissions and release
- Check juvenile case history
- Check for assigned Probation Counselor
- Docket detention hearings

Training

Users of JCS32 are trained by the Mentor Training Officer assigned to the trainee during the On-The-Job training phase of the training.

Confidentiality

All employees of the Juvenile Court of Memphis and Shelby County, Tennessee and by extension, the Detention Services Bureau, are required to sign a Confidentiality of Computer Information Policy, JC-214A. This confidentiality statement indicates that the employee indicates by his/her signature that they understand and agree to comply with the Confidentiality of Computer Information Policy of Juvenile Court. Further, the employee agrees to hold CONFIDENTIAL all computer information to which he/she may have access and agrees not to divulge such confidential information to unauthorized persons. He/she understands that failure to comply with the policy is a cause for disciplinary action, including dismissal. A copy of the JC-214A is provided to the employee is provided to the employee at the time the employee signs the document.

Information Collaboratives

The Juvenile Court collaborates with Juvenile Justice and service agencies in information gathering, exchange, and standardization. All requests for collaboration, information gathering, exchange or release are directed to the Manager of the Office of Interagency Services.

	Policy # III-11
	Review: March
	MONITORING AND ASSESSMENT
Chapter: Organization and Administration Reviewed: January 15, 2013 Reviewed by: *Signature on file in Administrator's Office*	Related Standards: 3-JDF-1A-05, 06, 13, 28, and 29; 3-JDF-5B-02

SUBJECT: MONITORING AND ASSESSMENT

I. PURPOSE

To ensure a system to monitor policy and procedure, space requirements, operations, and programs through a series of inspections and reviews that are in place throughout the Detention Services Bureau.

II. POLICY

Policy and procedure, progress, program effectiveness, space requirements, and operations are monitored regularly, reviewed annually, and reported to the Detention Services Bureau Administrator in a format determined by the Administrator of the Detention Services Bureau. All facility policy and procedure shall be developed with employee participation and reviewed at least annually by the appropriate staff members. Facility policy and procedure shall not be final until signed by the DSB Administrator.

III. PROCEDURES:

A. Monitoring

The DSB Administrator and Deputy Administrator, at least annually, shall monitor the progress made toward achieving identified program goals and objectives. The results are documented and exist apart from any external or continuous audit conducted by others.

B. Quarterly Reports

The DSB Administrator and Deputy Administrator provide quarterly written reports concerning their respective areas to the Director of Court Services for use in the annual report. The report consists of, but is not limited to:

1. Detention Services Bureau
   a. Goals and Objectives;
   b. Programs;
   c. Juvenile Population Data;
   d. Major Developments in DSB;
   e. Problems with plans for solving them;
   f. Space Requirements Review;
   g. General Operations; and
   h. Corrective Actions.

C. Information Collection

1. Much of the information within the Detention Services Bureau is obtained on a daily, ongoing basis and is generated by activity relating to detainees. Other information may be collected on a one time or limited basis, to respond to a specific need.
   a. Use of Information by DSB Administration:
      i. For assistance in decision-making and/or research within the Detention Center. Daily reports are received concerning daily population changes, room assignment information, residents scheduled for Court and copies of Incident or Disciplinary Reports. Monthly statistical reports are received from Detention Programs for inclusion into the annual reports
      ii. Detention Center Log Sheets, JC-152 are also used for monitoring activities, security concerns, and maintenance needs.
      iii. The daily population reports provide the basis for statistical analysis to present data to the County Commission for the purpose of justification of increased staffing patterns, budgetary planning and other departmental forecasting.
   b. Use of Information by Shift Supervisors and Detention Officers:
      i. Daily population reports and room assignment sheets are used to monitor the population movement in and out of the Detention Center, as well as the room assignment of detainees while in the Detention Center.
      ii. Admission Records, Medical Logs, Mail Logs, Visitation Records, and Telephone Logs are used to assist in the management and provision of services to detainees in the Detention Center.
   c. Space Management Program:
      i. The DSB has a space management program to ensure sufficient and efficient use of space.
      ii. The use of space within the DSB is reviewed at least annually and recommendations for change are requested to the Juvenile Court Administration as needed.
   d. Equipment Maintenance:
      i. All equipment is maintained in good working order. When a DSB employee has problems with equipment or has a maintenance request, a Detention Request for Maintenance Services, JC-106C, is completed and routed to Central Detention Control. The assigned CDC personnel will enter the JC-106C into the DSB Request for Maintenance Tracking System and assign the request a tracking number. The JC-106C will then be forwarded to the Facilities Maintenance Department for the work order to be completed.
      ii. The DSB Manager will track the JC-106C requests monthly to determine if requests are being completed in a timely manner. All work orders that are not completed in a timely manner will be so noted and a duplicate JC-
      106C will be resent to the Facilities Maintenance Section for immediate action.

iii. When a DSB employee has problems with a phone or computer, a Detention Request for Maintenance Services, JC-106C, is completed and routed to Central Detention Control. The assigned CDC personnel will enter the JC-106C into the DSB Request for Maintenance Tracking System as an I.T. request for services and assign the request a tracking number. The JC-106C will then be forwarded to the Information Technology Department for the work order to be completed.

iv. The Supervisors will annually review any equipment needs for their respective shifts and include equipment needed in the annual budget requests.

e. Evaluation of the Detention Center Performance:

Written goals and objectives are developed which become the basis for evaluation of overall Detention Center performance. Such goals and objectives are consistent with the broad goals incorporated into the philosophy statement, but are more specific so they are quantifiable and measurable. Data will be collected on a consistent basis to assist in measuring goal attainment.

Programs will be analyzed and evaluated at least to make sure they are obtaining the desired goal. Objective and subjective information may be used in this process.

Detention Center staff and management shall make it regular practice to identify the collective service needs of the detainee population at least annually through Bureau goal identification and on-going strategic planning.

Assessment for special programming and the need thereof is provided to meet the needs of detainees with specific types of problems.

D. POLICY DEVELOPMENT

Policy development shall primarily be the duty of the accreditation coordinator although any employee is permitted to suggest and author a policy proposal. All proposals shall be submitted to the accreditation coordinator for initial review and formatting. Upon the initial approval from the DSB Administrator, all proposals shall be submitted to the appropriate Supervisors for review.

During the review process, employees and supervisors shall be solicited for suggestions and possible changes for the proposal using the Detention Policy Procedure Manual Change Request Form. The suggestions shall be returned to the accreditation coordinator where the appropriate changes shall be logged, reviewed, and considered for change. When the proposed policy is ready, the accreditation coordinator shall forward it to the DSB Administrator for consideration. All proposed policy revisions shall be reviewed, the necessary changes made, approved, if appropriate, and signed. No facility policy shall be final or official until signed by the DSB Administrator.

E. POLICY REVIEW

Policy and Procedures shall be reviewed on an annual basis. The Accreditation Coordinator will identify policies and procedures to be reviewed, specify the review period, and notify appropriate staff under the supervision of the DSB Deputy Administrator and DSB Administrator.

Upon the approval of any new publication of policy and procedure within the Detention Services Bureau, each employee shall be required to review all modifications and additions to the policy and procedure manual, be given an opportunity to ask any and all questions in reference to the policy and procedure in question, receive any necessary training, and must sign and Acknowledgement of Personnel Policies and Procedures, JC-174A, indicating they are in receipt of said additions and/or modifications.

F. ACKNOWLEDGEMENT OF PERSONNEL POLICIES

Each employee of the Detention Services Bureau will sign an Acknowledgement of Personnel Policies and Procedures, JC-174A, indicating an ability to access the personnel policies and regulations and his or her responsibility for being aware of the contents.

	Policy # III-12
	Review: March
	AMERICANS WITH DISABILITIES ACT (ADA)
Chapter: Organization and Administration Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-2C-09-1, 2C-09-2

SUBJECT: AMERICANS WITH DISABILITIES ACT (ADA)

I. PURPOSE

To ensure that provisions have been made to allow for programmatic and facilities access by detainees with disabilities.

II. POLICY

The Detention Services Bureau Administrator shall be cognizant of the major provisions of the Americans with Disabilities Act and program accordingly so as to provide education, equipment and facilities, and the support necessary for the detainees with disabilities to perform self-care and personal hygiene in a reasonably private environment.

III. PROCEDURES

The Health Authority will direct the Detention Services Bureau personnel in the manner of care necessary for all detainees admitted into the Detention Center who have disabilities as to their service delivery.

Any detainee with a disability will not be discriminated against in any form and shall be afforded the same care and custody as all other detainees in the way of programmatic service delivery.

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	Policy # III-13
	Review: March
	EQUAL EMPLOYMENT OPPORTUNITY
Chapter: Organization and Administration Reviewed: January 15, 2013 Reviewed by: ***Signature on file in Administrator's Office***	Related Standards: ACA: 3-JDF-1C-05-2

SUBJECT: EQUAL EMPLOYMENT OPPORTUNITY

I. PURPOSE

To provide guidelines and standards for all Detention Services Bureau employees regarding equal opportunity employment.

II. POLICY

Equal employment opportunity shall be assured in the Detention Services Bureau and affirmative action provided in its administration.

III. DEFINITIONS:

Undue Hardship – Significant difficulty or expense

Direct Threat – A significant risk of substantial harm to the health or safety of any person, including the applicant or employee with a disability that cannot be eliminated by reasonable accommodation.

Qualified Individual with a Disability – An employee or applicant with a disability who possess the requisite skill, experience, education and other job related requirements for the employment position heal or sought who, with our without reasonable accommodation, can perform the essential functions of such position.

IV. PROCEDURES

General

A. Discrimination against any person in recruitment, examination, appointment, training, promotion, retention, discipline or any other aspect of personnel administration because of race, color, sex, national origin, age, religion, disability, veteran's status, sexual orientation, socio-economic status or political affiliation is prohibited. Equal Employment Opportunity Compliance shall be responsible for overall implementation of the Affirmative Action Plan.

B. All reasonable accommodations will be made to the known physical and/or mental impairments of a qualified individual with a disability, either an applicant or employee. All requests for reasonable accommodations shall be made to the Human Resources Department. The accommodation need not be granted if it imposes undue hardship or a direct threat.

C. All employees shall be compensated in line with the provisions of the Equal Pay Act of 1973 as amended.

D. Sexual and other types of EEO-based harassment on the job is prohibited and can result in disciplinary action including termination if any employee if found responsible for such acts. Any sexual or other EEO-based harassment complaint by an employee should be dealt with by making appropriate management immediately aware of the problem so that corrective action can be taken or by filing a complaint with the County EOC Office. An employee may go directly to the EOC Office at any time to file a sexual or other EEO-based harassment complaint. See DSB Policy, IV-12, Harassment on the Job.

Management Responsibility

A. Management is responsible for taking prompt and effective action against acts of prohibited harassment, regardless of the manner in which the Detention Services Bureau becomes aware of the conduct.

B. It is a violation of this policy for a member of management who knows or reasonably should have known of the inappropriate conduct which constitutes prohibited harassment to fail to take prompt and effective corrective action, provided that if the member of management does not have supervisory authority over the employee whose conduct is at issue, the member of management who does have supervisory authority over the employee.

C. In addition to taking prompt and effective corrective action, supervisory and management staff should:

1. Report all instances of alleged harassment to Human Resources (See DSB Policy, IV-12, Harassment on the Job).

Cooperation

All employees, officers, supervisors, managers, and appointed positions within the Detention Services Bureau shall cooperate with any investigation, grievance process or resolution, whether formal or informal. Failure to cooperate and attempts to undermine or discourage use of or participation in an investigation or grievance process will be subject to discipline, up to and including dismissal. To enable the Detention Services Bureau to achieve the goals of this policy, Human Resources shall have access to all relevant and necessary information, as determined by them.

Non-Retaliation

This policy prohibits retaliation against employees who bring discrimination charges or assist in the investigation of charges. Any employee bringing forward an EEO complaint, or assisting in the investigation of such a complaint, will not be adversely affected in his/her terms and conditions of employment, nor discriminated against or discharged because of the complaint. Anyone who is found to have engaged in retaliatory action will be subject to discipline, up to and including dismissal.

V. DISTRIBUTION

This policy will be distributed to each employee within the Detention Services Bureau and will be available for electronic viewing on the Juvenile Court network. This policy will be reviewed annually by the DSB Administrator or designee.

	Policy # IV Review: April **PERSONNEL RULES AND REGULATIONS**
Chapter: Organization and Administration Revised: January 15, 2013 Reviewed by: ***Signature on file in Administrator's Office***	Related Standards:3-JDF-1C-06-07, 09-10

SUBJECT: PERSONNEL RULES AND REGULATIONS

I. PURPOSE

To promote proper screening, selection, retention, and promotion of applicants to work with the juvenile population within the Detention Services Bureau within the parameters of Shelby County Government Policy and Procedures and the Civil Service Merit System.

II. POLICY

The Detention Services Bureau shall comply with all Shelby County Government Policy and Procedures as established by the requirements set forth by the Civil Service Merit System.

III. PROCEDURES

A. Eligibility for Employment

All eligibility of qualified applicants for any posted position within the Detention Services Bureau shall be determined by the Shelby County Human Resource Department pursuant to Section 300 of the General Policies and Procedures Manual of the Shelby County Personnel Management System Volume II. Qualified applicants will be sent to the DSB Administrator/designee for further processing and determination of possible employment.

B. Selection and Qualifications

1. When considering qualified applicants for positions within the Detention Services Bureau, the Administrator/designee shall consider for promotion from within the facility and from other sources when appropriate.
2. Applicants are selected, retained, and promoted on the basis of merit and specified qualifications.
3. Consideration is given to new employees to receive credit for their prior, certified training when appropriate.
4. Specific to job description, experience and education substitutes for position qualifications. See specific job description as posted by Shelby County Government.
5. All new and employees transferring from other departments within Shelby County Government shall serve for a probationary period to be covered under the Shelby County Government Personnel Volume II, Policy Number 308, Probationary Employees Policy and Procedure.

C. Personnel Policies and Procedures

All Shelby County Personnel Policies and Procedures governing involuntary termination or demotion, disciplinary procedures, grievances, dismissals,

provisional appointments, and the like are covered in the Shelby County Personnel Management System Volume II available on the Shelby County intranet.

All Detention Services Bureau Policies and Procedures are available in hardcopy in each control booth throughout the bureau as well as electronically via the Juvenile Court network. The Detention Services Bureau Policy and Procedure Manual is reviewed and updated annually by the DSB Administrator or designee.

	Policy # IV-1
	Review: April
	DETENTION PERSONNEL RULES OF CONDUCT
Chapter: PERSONNEL RULES AND REGULATIONS Revised: January 15, 2013 Reviewed by: ***Signatures on file in Administrator's Office***	Related Standards: Administrative Manual 1-2

SUBJECT: PERSONNEL RULES AND REGULATIONS

I. PURPOSE

To assure the highest possible degree of efficiency, effectiveness, and courtesy in all contacts with the general public and with one another from Detention Services Bureau personnel.

II. POLICY

Detention Services Bureau personnel shall adhere at all times to the rules and regulations listed herein and procedures set forth as well as the rules of the Juvenile Court of Memphis and Shelby County.

III. PROCEDURES

The following rules and regulations shall apply to all Detention Services Bureau personnel:

1. Detention Services Bureau personnel shall at all times endeavor to be as helpful as possible to persons calling or coming into their area.
2. If it is necessary that an office visitor be directed to another office to talk to other Court personnel, the visitor shall be carefully directed to the proper office and when practical, the other person shall be informed that the visitor is on the way.
3. A telephone caller shall <u>never</u> be told that the person he wishes to speak with is "in conference". If the person being called is in his office, the call must be put through except under most unusual circumstances. It shall be the responsibility of the person being called to take the number and to call back if he is too involved in a conference to talk at that moment. The only occasions when calls shall not be put through to the person being called is when the person is in the Courtroom or away from his office or area.
4. Personnel shall not hold "hall conferences". It is rarely necessary to "buttonhole" a person in the hall to ask a question or discuss a case. If an impromptu conference is necessary, the persons holding such conferences shall do so in the nearest available office.
5. "Office visiting", gatherings in offices, or loitering in offices is prohibited. If a staff member finds himself momentarily "caught up" on his work, it is not necessary that he pay a social call to another staff member, thereby interfering with that person's work.
6. All personnel are allowed two (2), fifteen (15) minute breaks. Breaks shall be taken as scheduled by supervisors.
7. All personnel shall conduct themselves on-duty and off-duty in a manner becoming to Juvenile Court staff members. During off-duty hours, officers of

this Court shall not frequent taverns or associate with persons of questionable character or reputation.

8. Solicitation of funds within the Court Building for any purpose and circulation of petitions for any cause are hereby prohibited without the express permission of the Judge.
9. To avoid any suspicion of exploitation, probation officer, detention officers, and other personnel shall not become involved socially with probations, detainees, or other clients.
10. All desks and offices shall at all times be kept neat and orderly. Coffee cups, coffee pots, soft drinks bottles, etc., shall not be in sight around desks and offices after use. Orderliness and neatness are representative of efficiency.
11. "Tale bearers" and troublemakers will not be tolerated. No one shall ever let his personal dislike for a fellow staff member prevent his communicating with that person on any matter pertaining to Court business or the welfare of youth generally. The youth are always the ones who suffer from such pettiness.
12. Except as authorized by the Chief Administrative Officer, no property belonging to the Juvenile Court shall be removed from the building. This includes but is not limited to computers, typewriters, and especially Family Case History Files.
13. No Court vehicles shall ever be used without proper authorization and without the vehicle first being signed out. Upon returning a vehicle, the user shall record the mileage and return the keys to the proper place. It shall be the responsibility of any staff member checking out a Court vehicle to report in writing any damage done to the vehicle when it is checked out to him. It shall further be the responsibility of every person checking out a Court vehicle to report any damage he observes that has not previously been reported. In the event the person fails to report pervious damage, he, as the last user of the vehicle, may be required to pay for repairs.
14. Personnel shall always seek instructions first from their supervisor or lead officer. If the supervisor is unable to properly inform or instruct the person, the Supervisor may consult his Manager, Deputy Administrator, Administrator, Division Director, Chief Administrative Officer or the Judge, respectively.
15. Detention personnel shall always be courteous and pleasant to the public and to each other. All adult visitors to the Court and detainees shall be addressed as Mr., Miss, Mrs., Sir, or Madam. Courtesy toward the public and detainees results in greater cooperation and courtesy in return and adds to public support of the Court and its goals. Offensive or abusive conduct toward the public or other Court personnel is cause for dismissal. **Courtesy is Contagious.**
16. Persons commissioned as an Officer of the Court are issued badges emblematic of their position. No other persons are authorized or entitled to wear or carry such badges. Officer who permit the unauthorized use of their badges or identification cards by other person are subject to dismissal. Court personnel shall post a deposit as well as pay cost of lost badges.
17. Since it is difficult for a person to do two (2) jobs and do either of them well, no member of the Juvenile Court staff shall be gainfully employed elsewhere without express permission of the Chief Administrative Officer. When employees request permission for additional employment, their requests shall include the name of the business, the location, the number of working hours per day, and the assigned duties. This request must be sent to the CAO via the employee's chain of command. If the employee has obtained permission for additional employment, their personnel records shall reflect that the staff

member's primary responsibilities are to their positions at the Juvenile Court, and such employment must in no way interfere with the performance of their duties or work schedule at the Court. In the event there is a change in the conditions for additional employment, e.g., extended working hours, that information shall be reported to the appropriate Division Director. Permission for additional employment may be rescinded if it is determined that such employment is in any way detrimental to the performance of any employee's assigned duties.

18. No personal property will be brought into the Detention Center. Personal property must be stowed in the employee lockers located in the 2nd floor lobby outside the secured perimeter of the Detention Services Bureau.
19. The use of cell phones in the Detention Center is prohibited. Cell phones are not authorized in the Detention Center unless it is a Court issued phone or Court approved phone. Phones will be stowed in your locker and can only be used while you are outside the Detention Center area on a break.
20. All Detention Officers and Probation Officers must notify the Supervisor and receive approval before they leave their assigned post.

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	Policy # IV-2
	Review: April
	OVERTIME / HOLIDAYS
Chapter: PERSONNEL RULES AND REGULATIONS *Revised: January 15, 2013* Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: Shelby County Personnel Policy Manual Vol. 2

SUBJECT: OVERTIME

I. PURPOSE

To provide guidelines and standards for Detention Services Bureau personnel consistent with those of Shelby County Government as provided for and governed by the federal Fair Labor Standards Act.

II. POLICY

Pursuant to Shelby County Government, Personnel Management System, Policies #701 and #801 Hours of Work/Overtime and Holidays respectively, Detention Services Bureau personnel shall be governed by these policies consistent with the federal Fair Labor Standards Act.

III. PROCEDURES

A. General Procedures

1. Each employee in the Central Detention Control and Detention areas will be required to be available for two (2) shifts. At times, due to a shortage of personnel or an emergency, personnel may be required to work a double shift or on a regularly scheduled off day. This will be repaid with compensatory time or overtime pay.
2. Compensatory time will be calculated based on the number of hours the personnel member physically works in a work week. The work week is from Sunday until the following Saturday. If the staff member does not work more than forty (40) hours, he/she will receive *straight time* for the work. For every hour worked over forty (40), the staff member will receive credit for time and a half.
3. When possible, seniority will be taken into consideration when deciding who will have to work a double or who will be called in to work. However, rotation will be the first consideration. The Lead Detention Officer or Senior Detention Officer, with the concurrence of the Shift Supervisor, will make this determination.
4. No Juvenile Court employee shall be gainfully employed elsewhere without prior written permission of the Chief Administrative Officer (Refer to Policy IV-17). A staff member's primary responsibility is to the Juvenile Court. Other jobs and school play a minor role in the decision regarding who will work additional shifts and who will be called in to work an unscheduled shift.

B. Holidays

All holidays will be credited to each employee's compensation time bank. Employees are required to utilize all compensation time over eight (8) hours prior to utilizing any annual leave.

The following shall be compensated holidays for Detention Services Bureau personnel consistent with Shelby County Government's Personnel Management System Policy and Procedure #801:

New Year's Day	January 1
Martin Luther King, Jr.'s Birthday	Third Monday in January
Good Friday	Friday before Easter Sunday
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Veteran's Day	November 11
Thanksgiving Day (2 days)	Fourth Thursday and Friday in November
Christmas Day (2 days)	December 25 plus one day

When a holiday falls on Saturday, offices shall be closed the proceeding Friday. When a holiday falls on Sunday, the following Monday shall be considered a holiday. Except, however, on some such days it may be necessary for offices to remain open. In that event, the department heads shall designate the necessary personnel in their respective departments who are to work and receive days off on another date.

The following is applicable to Christmas only:

When December 25th Falls on	Following Are Holidays
Monday or Tuesday	Monday and Tuesday
Wednesday	Tuesday and Wednesday
Thursday or Friday	Thursday and Friday
Saturday or Sunday	Friday and Monday

In the event of any conflict between this holiday schedule and any dates that may be established by County government for holiday observance, the County Government policy shall prevail unless the presiding judge expressly orders or directs otherwise.

Note: Any employee on leave without pay the day before or after a holiday shall not be compensated for the holiday(s).

All holidays will be credited the month that they are earned to each employee's compensatory time bank in Liquid Office.

	Policy # IV-3
	Review: April
	SICK LEAVE AND TARDINESS
Chapter: : PERSONNEL RULES AND REGULATIONS Revised: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards & References: Shelby County Tennessee Personnel Management System Vol. II Replace: DPM Directive Number 1-4 Sec IV pg. 9-10

I. PURPOSE:

To establish a procedure for Memphis and Shelby County Juvenile Court Detention Center personnel governing the use of sick leave and policy as it relates to tardiness.

II. POLICY:

Paid sick leave days are provided to employees as a form of insurance to prevent the loss of pay while an employee is absent from work for personal illness or injury. It is the responsibility of each employee to be available a maximum number of workdays to efficiently perform the work for which he/she is employed. This requires minimizing the number of days an employee is not at work because of personal illness or injury. Although unlimited accumulation of paid sick leave is allowed, these days can **only** by used within the limits set on out this policy as dictated by Shelby County Government Policy and Procedure.

III. DEFINITIONS:

Credited – Earned leave that is computer on the employee's record.

Accrual – Leave that is earned by not necessarily recorded on the employee's record.

Earned – Leave that an employee is legally entitled to whether it is recorded or not on the employee's record.

IV. PROCEDURES

A. Eligibility

1. All classified/unclassified permanent and durational full-time and part-time employees are eligible to earn, and can use, sick leave with the exception of the Chief Administrative Officer, County Attorney, and Division Directors.
2. Leave service credit, for the purpose of calculating leave accrual, includes all continuous or creditable work-time spent as a full-time or part-time permanent or durational employee.
3. Leave service credit is also allowed for continuous permanent full-time service with the City of Memphis, the Shelby County District Attorney General's Office, Agricultural Extension Office or the Shelby County Headstart, Inc.* immediately prior to hire by County Government. The leave accrual schedule in effect at the time of hire for new employees is used to figure future accrual. Any earned, but unused sick leave can be transferred with proper certification by the City of Memphis or District Attorney General's Office.

*This provision on applies to employees of Shelby County Headstart, Inc. who were employees of Shelby County Headstart when it was incorporated.

B. Attendance

1. Attendance is a very important record of an employee's job performance. It is a prerequisite for promotions, transfers, special recognitions, and/or special assignments. Each employee is responsible for being available for a maximum number of workdays to perform efficiently and effectively the work for which he/she is employed. According to Shelby County Sick Leave Policy, "… all full-time and part-time permanent and durational employees shall be eligible UPON WRITTEN APPROVAL OF THE APPOINTING AUTHORITY OR HIS/HER DESIGNEE to receive pay for sick absences charged against accumulated sick-leave time…"
2. It is the responsibility of the staff member asking for paid sick leave to initiate the request, utilizing the procedures listed below. All requests for sick leave, regardless of the nature of the illness, paid or unpaid, must be approved by the Detention Manager or the Deputy Administrator, utilizing the procedure below. Failure to follow this procedure will result in an unapproved and unexcused absence and will be subject to progressive disciplinary action.
3. Employee absenteeism is defined as a failure of the employee to work all or part of a regularly scheduled workday.
   a. Tardiness for work
      i. Reporting for work up to thirty (30) minutes late after the beginning of your assigned shift.
   b. Absence from work
      i. Failure to report to work for all or part of any regularly scheduled workday.
      ii. Reporting for work more than thirty (30) minutes late.

C. Absences

1. Management has the right to require valid documentation for any absence from work including those involving sick leave in order to determine whether it will be excused or unexcused. Additionally, all employees who are absent for more than three (3) consecutive days due to illness shall be required to present valid documentation. Failure to bring documentation when it is required will result in the absence being unexcused and unexcused absences will result in progressive disciplinary action. When documentation is requested, it must be submitted to the Shift Supervisor upon return to work. See ***Employee Responsibilities Section*** regarding documentation. When deemed necessary by management, further documentation may be required before the absence is excused. Pay for accrued leave time will be approved only for excused absences.
2. More than three (3) occurrences of sick leave not covered under FMLA within a calendar quarter is considered excessive usage of sick leave. After three (3) days of sick leave, personnel will be required to attend an Attendance Conference with the Deputy Administrator and/or Detention Services Bureau Manager for counseling regarding attendance. That staff member will be required to provide verifiable medical documentation for all future occurrences of sick leave for a period of six (6) months. Any occurrence of sick leave during the six (6) month period will result in an extension of the documentation requirement period and may result in further disciplinary action. Any sick leave that occurs when no sick leave time is available will result in progressive disciplinary action, unless such absences fall under the guidelines of the Family Medical Leave Act (FMLA).

D. Use of Sick Leave

1. Generally, an employee will become eligible for sick leave under the following circumstances:
   a. When an employee is incapacitated by personal sickness or injury to the extent that he/she cannot reasonably carry out his/her job responsibilities.
   b. For routine medical, dental, and optical diagnosis and/or treatment when non-work hour appointments are not possible and when **prior approval** has been given by the DSB Deputy Administrator or designee. Sick leave for routine medical, dental, and optical diagnosis may only be used for the actual time required for the appointment and reasonable travel time to and from the practitioner's office and the workplace.
   c. For the use of sick leave for an extended period of time, consult Shelby County Personnel Management System, Volume II, Section 800, Policy Number 803 Use of Sick Leave.
   d. To make necessary provisions for the care of a sick member of an employee's immediate family, the employee must consult the Juvenile Court's Human Resource Administrator or the Shelby County Human Resources Department to make appropriate provisions. Immediate family is defined by Shelby County Government as one of the following:
      i. Spouse
      ii. Child, step-child, or legally adopted child
      iii. Parent or step-parent
      iv. Brother or sister
      v. Any relative living in the home of the employee
   e. After an employee has been exposed to a contagious disease, when certified by a qualified medical doctor that the employee may jeopardize the health of others.
   f. For the purposes of maternity leave.
2. Sick leave is to be used only after it is **earned**. Sick leave days are not be credited or used in advance of earning.
3. Sick leave requires the written approval of the DSB Deputy Administrator or designee using the Shelby County's Request for Leave System.

E. Tardiness

1. Excessive tardiness is defined as three (3) or more occurrences in a calendar quarter. Excessive tardiness will result in progressive disciplinary action. Each successive tardiness occurring within the same quarter where discipline was received for excessive tardiness will result in further disciplinary action. All tardies, whether excused or unexcused, will be applied to an accumulated number of tardies for each quarter. All tardy incidents will result in the employee's pay being docked.

F. Employee's Responsibilities

1. A staff member who is absent shall call and report his/her absence to the Shift Supervisor on duty in Central Detention Control one (1) hour prior to his/her regularly scheduled reporting time for each day of absence. When calling, the employee must advise where he/she is and where he/she may be reached by telephone. A staff member will also be required to call and report his/her tardiness to the Shift Supervisor on duty in Central Detention Control if he/she is going to be late reporting for his/her shift. Failure to properly report any incident of absence or tardiness (except in the case of an emergency) will result in an unexcused absence

and is subject to disciplinary action. In the case of an emergency, notification must be made as soon as possible.

2. Within two (2) days upon returning from each absence, a Request for Sick Leave Form, JC-96, must be completed and returned to the Shift Supervisor. The filling out of this report advises management of the absence but in no way approves or disapproves the absence. It is the discretion of the DSB Administrator or designee to authorize payment for sick leave. Failure to submit the JC-96 will result in an unexcused absence and the subsequent loss of pay for day(s) of the absence, as well as progressive disciplinary action. Should your request for paid sick leave be unapproved, or there is insufficient leave balance, the period of absence will be unpaid.
3. If an employee is tardy, a Tardiness Report Form, JC-84A, must be completed and returned to the Shift Supervisor upon arrival. The filling out of this report advises management of the tardiness but in no way approves or disapproves the absence.
4. Required medical documentation to support a request for leave approval due to illness will include a statement from a doctor noting that the employee was unable to work due to illness for each day of absence. The original statement from the medical provider must include the original signature of the attending physician. No stamped signatures will be accepted. Within forty-eight (48) hours of an employee's return to work, all required medical documentation should be placed in a sealed envelope by the employee and delivered to the Shift Supervisor, who will immediately time stamp the sealed envelope in Central Detention Control. The Shift Supervisor will immediately drop the sealed, stamped envelope into the Administrative Services drop box. Administrative Services personnel will collect the contents of the drop box, time-stamp the envelopes, and deliver them to the Personnel Department.

G. Progressive Disciplinary Action

Progressive disciplinary action for unexcused absences and/or excessive/habitual tardiness will follow the formula listed below:

1. One (1) unexcused absence and/or excessive tardiness incident	Oral Reprimand
2. Two (2) unexcused absences and/or excessive tardiness incidents	Written Reprimand
3. Three (3) unexcused absences and/or excessive tardiness incidents	One (1) day
4. Four (4) unexcused absences and/or excessive tardiness incidents	Five (5) day suspension without pay and three (3) months probation
5. Five (5) unexcused absences and/or Excessive tardiness incidents	Dismissal

H. Clearance of Records

At the written request of an employee to he Juvenile Court Human Resources Administrator and on the approval of the Shelby County Human Resources, Disciplinary Action Forms may be removed from an employee's Master Personnel file on the following basis:

1. Discussion and Counseling – After a minimum of one (1) year with no other disciplinary action.
2. Oral and Written Reprimand – After a minimum of two (2) years with no other disciplinary actions.
3. Suspension of less than ten (10) days – After a minimum of three (3) years with no other disciplinary actions.

In the event a second or successive discipline takes place, prior to removal of the original discipline, no discipline will be removed until the combined time requirement for the removal of each disciplinary action is met.

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	Policy # IV-4 Review: April
	ON-THE-JOB INJURIES AND CONTAGIOUS EXPOSURE
Chapter: : PERSONNEL RULES AND REGULATIONS Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: None

SUBJECT: ON-THE-JOB INJURY (OJI) AND CONTAGIOUS EXPOSURE

I. PURPOSE

To establish a procedure for the Juvenile Court of Memphis and Shelby County Detention Services Bureau personnel to follow in the event they are to incur an on-the-job-injury and/or are exposed to a contagious disease. The policy and procedure will work in conjunction with the Shelby County policy in reference to their procedures on these subject matters.

II. Definitions:

Infectious – Capable of being transmitted from person to person.

III. POLICY

All Detention Service Bureau personnel shall observe all safety procedures pertaining to their respective job duties. Staff members who may suffer an injury or illness including exposure to infectious diseases (i.e., HIV infection) that arises out of and in the course of performing their assigned duties, may qualify for medical expense benefits and injury leave (salary continuation) benefits, provided they have complied with the Shelby County On-The-Job-Injury and Exposure Control Plans for Communicable Diseases Policies.

IV. PROCEDURES

1 When a staff member is injured or exposed to an infectious disease in the course of his or her assigned duties, he or she shall report the injury to his or her immediate supervisor as soon as possible after the occurrence. If the immediate supervisor is not available, report the injury to the next available supervisor/manager in the Bureau. Injuries not reported before the end of the staff member's shift will not be considered an On-The-Job Injury in the absence of overwhelming evidence to the contrary.

2 If a staff member is exposed to blood, body fluids containing visible blood or an area of broken skin is exposed to blood, you must:

a) Follow cleaning and disinfecting procedures as outlined by the Shelby County Policy and your Bureau rules.
b) Report the incident/injury to your supervisor as soon as possible.
c) During regular business hours, contact the Employee Health Services at (901) 544-7410 for instruction and evaluation.

d) After regular business hours, report immediately to the Baptist East Hospital Emergency Room or the medical provider approved by Risk Management. Advise the Emergency Room personnel that you are a Shelby County employee and you have possibly been exposed to an infectious disease while on the job.

3. Injury or exposure reports must be completed for any injury or exposure, regardless of how minor it may seem at the time. The Supervisor shall promptly prepare as completely and accurately as possible a Shelby County Injury/Accident Investigation Report (Shelby County Form 91273a).
4. For additional information please consult your Shelby County Employee Handbook.

	Policy # IV-5 Review: April **DRUG FREE WORK PLACE POLICY**
Chapter: : PERSONNEL RULES AND REGULATIONS Reviewed by: *Signatures on file in Administrator's Office*	Related Standards:3-JDF-1C-15

SUBJECT: DRUG FREE WORK PLACE POLICY

I. PURPOSE

Detention Services Bureau is committed to protecting the safety, health and well being of all employees and other individuals in our workplace. We recognized that alcohol abuse and drug use pose a significant threat to our goals. We have established a drug-free workplace program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment.

- This policy recognizes that employee involvement with alcohol and other drugs can be very disruptive, adversely affect the quality of work and performance of employees, pose serious health risks to users and others, and have a negative impact on productivity and morale.
- This organization has no intention of interfering with the private lives of its employee unless involvement with alcohol and other drugs off the job affects job performance or public safety.
- As a condition of employment, this organization requires that employees adhere to a strict policy regarding the use and possession of drugs and alcohol.
- This organization encourages employees to voluntarily seek help with drug and alcohol problems.

II. POLICY

The Detention Services Bureau shall comply with the Federal Drug-Free Workplace Act of 1988 and all other pertinent laws, rules and regulations. Employees shall not report for duty under the influence of alcohol or use alcohol while in working status. Employee shall not use illegal drugs at any time.

III. DEFINITIONS:

Applicant – Any individual who applies for employment with the Department.

Appointing Authority – The person or groups of persons authorized by law or delegated authority to make appointments to fill positions. The term also includes any person properly designated by the appointing authority to perform any duty of the appointing authority.

Convicted/Conviction – Final conviction in a court of competent jurisdiction or the acceptance of a plea of guilty, including any conviction based on a plea of nolo contender.

Criminal Offense – Any violation of the laws of the State of Tennessee, any other state, or the United States pertaining to the manufacture, distribution, sale or possession of illegal drugs.

Illegal Drugs – Any drug that is not dispensed according to a legal prescription in the original container, other than medications purchased over the counter that are still in their original form and container. Inappropriate use of another individual's valid prescription constitutes illegal drug use for the purposes of this policy.

IV. PROCEDURES

A. General Provisions:

1. The unlawful manufacturing, distributing, dispensing, selling, possession, or use of a controlled substance, marijuana, or a dangerous drug will be prohibited in all Department workplaces. Any employee violating this policy will be subject to disciplinary action, up to and including termination from employment.
2. Taking disciplinary action does not prevent the Department from referring the violation of law to the local District Attorney for prosecution.

B. Applicant Disqualification:

1. Conviction – Any applicant who has been convicted for the first time of a drug related criminal offense would be ineligible for employment.

C. Notification:

1. Each employee will be given written notification of the Department's Drug-Free Public Work Force Policy.
2. The original, signed copy of the Detention Services Bureau Drug and Alcohol Testing Policy and Employee Acknowledgment Form, JC-163 will be maintained in the employee's official personnel file in the Administrative Services Department of the Juvenile Court of Memphis and Shelby County.

D. Employees Arrested for or Convicted of Drug-Related Criminal Offenses:

1. Employees will notify their supervisor and human resources/personnel representative of any arrest(s) and/or conviction(s), including traffic violation(s), no later than the next business day following the arrest or conviction.
2. Appropriate action will be taken based on an analysis of available facts, on a case by case basis, and may include, but not be limited to, suspension with or without pay, job reassignment, or separation from employment.
3. Failure to provide notification of an arrest/conviction may result in disciplinary action up to and including separation from employment.
4. If an employee works in a job/program area funded by Federal grants or contracts, the Department must notify the Federal grantor of any drug-related convictions within ten (10) calendar days of becoming aware of the conviction.

E. Suspension:

1. Upon receipt of documentation indicating that an employee has been convicted for drug related criminal offense, the Department Administrator, or designee will notify the employee in writing that the employee is being placed on immediate suspension pending an Administrative Hearing.
2. Prior to return to duty, an employee who is suspended for a first offense shall successfully complete a drug treatment and education program at his/her own expense. Certification of satisfactory completion of the drug treatment and education program must be provided before returning to work.

F. Termination:

1. Employees convicted of a drug related criminal offense may be terminated, if the nature of the offense warrants such action.
2. Employees convicted for a second or subsequent time of a drug related criminal offense must be terminated.
3. Employees suspended under the provisions of this policy that do not successfully complete a drug treatment and education program will be terminated.

G. Notice of Suspension or Termination:

1. The notice of suspension or termination will be the final determination of adverse action and will include:
    i. The effective date of the action;
    ii. The specific conviction(s), date(s) and court(s) in which convicted of, or if appropriate, a statement that the employee failed to satisfactorily complete a drug treatment and education program;
    iii. If for a suspension, the requirements for completion of a drug treatment and education program as specified by this policy; and;
    iv. A statement advising that the employee may appeal the determination t the Civil Service Merit Board by filing an appeal with the Board within ten (10) calendar days from the date the employee receives written notice of the final action or the effective date of the action, whichever is the later. Any filing will be considered timely if postmarked within the time allowed for an appeal but will not be considered filed until actually received by the Board Secretary.

H. Employee Admission of Personal Use of Illegal Drug(s):

1. An employee who notifies the respective Department Administrator, or designee of personal use of illegal drugs will be entitled to maintain his/her county employment provided:
    i. The employee provides written notification, prior to an arrest for an applicable criminal offense, to the Department Administrator, or designee;
    ii. The employee is receiving or agrees to receive treatment, at the employee's expense, a drug treatment and education program;
    iii. The employee follows the treatment plan as specified; and;
    iv. The employee provides evidence satisfactory to the Department Administrator or his/her designee that the employee exhibited satisfactory attendance and progress in the treatment plan.

2. The employee will not be separated solely on the basis of the reported drug usage as long as he/she complies with the provision of this policy.
3. The Department Administrator or designee may restructure the employee's work activities, if practicable, to protect persons or property.
4. No statement made by an employee in accordance with the provisions of this policy will be admissible in any civil, administrative or criminal proceeding as evidence against the employee.
5. If the employee fails to satisfactorily complete a drug treatment and education program, the Department may take disciplinary action, up to and including termination.
6. The rights granted by this policy will be available to the employee only once during a five (5) year period and will not apply to an employee who has refused to be tested or who has tested positive for a controlled substance, marijuana, or a dangerous drug. Further, should an employee make an admission of illegal drug use when notified or ordered to report or submit to drug testing, the rights granted by this policy will not be extended.

I. Employee Use of Alcohol While Working/Reporting Arrest and Convictions:
   1. Employees are prohibited from using alcohol while in work status or from reporting for duty under the influence of alcohol.
   2. Employees will notify their supervisor and human resources/personnel representative of any arrest(s) and/or conviction(s), including traffic violation(s), no later than the next business day following an alcohol-related arrest or conviction.
      a. Appropriate action will be taken based on an analysis of available facts, on a case-by-case basis, and may include, but not be limited to, suspension with or without pay, job reassignment, or separation from employment.
      b. Failure to provide such notification may result in disciplinary action up to and including separation from employment.
   3. Employees may be subject to disciplinary actions related to alcohol arrest and convictions.

J. Drug Testing:
   To ensure the accuracy and fairness of our testing program, all testing will be conducted according to DHHS/SAMHSA guidelines where applicable and will include the following:
   a. A screening test;
   b. A confirmation test;
   c. The opportunity for a split sample;
   d. Review by a Medical Review Officer, including the opportunity for employees who test positive to provide a legitimate medical explanation, such as a physician's prescription for the positive result; and
   e. A documented chain of custody.

All drug-testing information will be maintained in separate confidential records.

Each employee, as a condition of employment, will be required to participate in pre-employment, random, post-accident, reasonable suspicion, return-to-duty and follow-up testing upon selection or request of management.

The substances that will be tested for are the following:

a. Amphetamines;
b. Cannabinoids;
c. Cocaine;
d. Opiates;
e. Phencyclidine (PCP) and;
f. Alcohol on management request.

An employee will be subject to the same consequences of a positive test if he/she refuses the screening or the test, adulterates or dilutes the specimen, substitutes the specimen with that from another person or sends an imposter, will not sign the required forms or refuses to cooperate in the testing process in such a way that prevents completion of the test.

	Policy IV-6 Review: April **POSITION DESCRIPTION DETENTION OFFICER**
Chapter: : PERSONNEL RULES AND REGULATIONS Revised: June 30, 3013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: ACA 3-JDF-1C-01, 3-JDF-1C-09, 3-JDF-1C-13

SUBJECT: Detention Officer

GENERAL NATURE OF DUTIES (DEFINITION): Works under general supervision to maintain security and to provide for the welfare of delinquent youth in a secure environment while under the care of the Juvenile Court of Memphis and Shelby County Detention Center.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Maintain security and order in accordance with established policies and procedures.
2. Supervise movement of detainees and maintain control of detainees in areas outside of detention.
3. Maintain control and discipline and prevent introduction of contraband into the facility.
4. Observe and report misbehavior of detainees.
5. Patrol quarters and other areas of detention at specified and irregular times.
6. Assist in the admittance and release of detainees.
7. Supervise recreational activities and related programmatic activities.
8. Supervise work crews within the detention area.
9. Responsible for sanitation, maintenance, and housekeeping of detention areas.
10. Processes medical requests and assist in treatment as required.
11. The ability to handle emergencies.
12. Perform general office work related to admittance and release records and health forms.
13. Perform other related duties as assigned.

SUPERVISION RECEIVED AND GIVEN:
Oral and written instructions are received from assigned Supervisor. Supervisory duties are limited to those that are assigned.

SPECIAL REQUIREMENTS:
(1) Must pass a written psychological examination administered by an agency designated by the Juvenile Court of Memphis and Shelby County, Tennessee; (2) Must pass a drug test; (3) Must have a valid Tennessee driver's license or secure one as of employment date; (4) Must be available for working shifts, weekends, and on call. (5) Must pass a criminal background check (Will be screened for misdemeanor/felony record.) Must not have been convicted of, or plead guilty to, or entered plea of no contest to any felony charge, or any violation of federal or state laws or city ordinances relating to force, violence, crimes/abuse against juveniles, theft, dishonesty, gambling, liquor, or controlled substances; (6) Discharge from armed forces must be honorable; and (7) Must pass a physical examination.

MINIMUM ACCEPTABLE QUALIFICATIONS: Education, Training and Experience - Must have graduated from an accredited high school, or posses a GED, and two (2) years

college study in Criminal Justice, Psychology, Sociology, or a closely related field or equivalent combination of education and experience. Must have at least three (3) years of experience in care/custody with children or adults. Must be twenty-one (21) years or older at the time of application. (**PROOF OF EDUCATION WILL BE REQUIRED WITH A CERTIFIED COPY OF TRANSCRIPT TO SHOW EARNED HOURS FOR DEGREE OR TRAINING IF SELECTED FOR EMPLOYMENT.)** Must be of high moral character.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of the needs and psychology of youth.
2. Knowledge of CPR/First Aid and the ability to handle emergencies.
3. Ability to direct the activities of juveniles and gain their respect.
4. Ability to perform general office work at a moderate level.
5. Knowledge of security procedures and systems and their implementations.
6. Knowledge of civil and constitutional rights of detainees.
7. Ability to understand and withstand provocative behavior without becoming punitive.
8. Must possess initiative, sound judgment and a positive approach.
9. Ability to maintain good working relationships with co-workers.
10. Ability to deal with the public and the staff courteously and tactfully.
11. Ability to perform a variety of work including providing security and limited counseling.
12. Ability to work in a correctional environment which involves moderate risk.
13. Ability to lift fifty (50) pounds.

Revised June 30, 2013

	Policy IV-7 Review: April
	POSITION DESCRIPTION DETENTION OFFICER LEAD
Chapter: : PERSONNEL RULES AND REGULATIONS Revised: June 30, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: ACA 3-JDF-1C-01, 1C-09, 1C-13

SUBJECT: LEAD DETENTION OFFICER

GENERAL NATURE OF DUTIES (DEFINITION): Works under general supervision to maintain security and to provide for the welfare of delinquent, youth while under the care of the Juvenile Court of Memphis and Shelby County, Tennessee.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Supervise, train, and assign personnel to the various posts in his/her area.
2. Prepares work schedules and assignments of personnel.
3. Monitor all activities of both employees and detainees in his/her area.
4. Maintain required log sheets, receive and give shift briefings.
5. Maintain security and order in accordance with established policies and procedures.
6. Supervise movement of detainees and maintain control of detainees outside of detention.
7. Report maintenance problems and insure general upkeep of equipment and assigned area.
8. Observe and report misbehavior of detainees.
9. Supervise recreational activities and related programs.
10. Supervise work crews within the detention area.
11. Supervise all sanitation, maintenance, and housekeeping of detention areas.
12. Process medical requests and assist in treatment as needed.
13. Handle emergencies which include but are not limited to, escapes, riots, fires, medical crises, natural disasters, etc.
14. Perform all duties of Detention Officer.
15. Maintains control and discipline and prevents introduction of contraband into the facility.
16. Performs other related duties as assigned.

SUPERVISION RECEIVED AND GIVEN:
Oral and written instructions are received from assigned supervisor. Supervisory duties include detainees and assigned personnel.

SPECIAL REQUIREMENTS:
(1) Must pass a written psychological examination administered by an agency designated by the Juvenile Court of Memphis and Shelby County, Tennessee. (2) Must pass a drug screen. (3) Must have a valid Tennessee driver's license. (4) Must be available for working shifts, weekends, and on call. (5) Must pass a criminal background check. (6) Discharge from Armed Forces must be honorable.

MINIMUM ACCEPTABLE QUALIFICATIONS:
Education, Training, and Experience - Graduation from an accredited College or University with a Bachelor's Degree in Criminal Justice, Psychology, Sociology or closely related field or equivalent combination of education and experience (**Proof of Education is required**.) One (1) year experience in care/custody with children or adults (Experience as a detention officer

preferred.) Minimum age of 21. Will be screened for misdemeanor/felony record.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Ability to perform and supervise all duties and responsibilities of Detention Officer.
2. Thorough knowledge of established policies and procedures regarding the supervision of employees and detainees.
3. Ability to train, schedule, and supervise all personnel assigned to his/her area.
4. Ability to establish and maintain an effective working relationship with others and to build an effective team.
5. Thorough knowledge of security procedures and systems and their implementations.
6. Ability to analyze and make quick, sound decisions based on a given situation.
7. Possess good communication skills and ability to write meaningful reports.
8. Knowledge of the needs and psychology of delinquent youth.
9. Knowledge of CPR/First Aid and the ability to handle emergencies.
10. Ability to direct the activities of juveniles and gain their respect.
11. Ability to perform general office work at a moderate skill level.
12. Knowledge of civil and constitutional rights of detainees.
13. Must possess initiative, sound judgment, and a positive approach.
14. Perform other related duties as assigned.
15. Ability to efficiently analyze and make quick, sound decisions in a given situation.
16. Thorough knowledge of security procedures and systems, and their implementation.
17. Ability to understand and withstand provocative behavior without becoming punitive.
18. Must possess initiative, sound judgment, and a positive approach in the work environment.

Revised June 30. 2013

	Policy IV-8 Review: April
	POSITION DESCRIPTION PROBATION COUNSELOR "B"
Chapter: : PERSONNEL RULES AND REGULATIONS Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: ACA 3-JDF-1C-01, 3-JDF-1C-09 3-JDF-1C-13

SUBJECT: JUVENILE COURT PROBATION COUNSELOR B

GENERAL NATURE OF DUTIES (DEFINITION): Works under general supervision to engage in activities related to conditional release of juvenile offenders and to make investigations as required by the Juvenile Court of Memphis and Shelby County, Tennessee.

SPECIAL REQUIREMENTS: (1) Must pass a written psychological examination administered by an agency designated by the Juvenile Court of Memphis and Shelby County, Tennessee; (2) Must have a valid Tennessee driver's license; (3) Must be available for working shifts, weekends and on call; (4) Must pass a drug test. (5) Must pass a criminal background check.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Interviews offenders and enters social data and other pertinent information into a computer and social history file.
2. Makes initial decision as to the recommended release of juvenile offenders pending additional Court action.
3. Finalizes certain cases administratively under established guidelines of the Juvenile Court.
4. Processes child support purge payments and bond postings after normal business hours of the Juvenile Court.
5. Transports youth to various child-caring and correctional institutions.
6. Performs other related duties as assigned.

SUPERVISION RECEIVED AND GIVEN:
Oral and written instructions are received from assigned supervisor. Supervisory responsibilities extend to assigned personnel.

MINIMUM ACCEPTABLE QUALIFICATIONS: Education, Training and Experience - Graduation from a high school with one (1) year of college credit in an education, behavioral or social science or related field; or an equivalent combination of education and experience. Proof of education will be required.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of modern counseling techniques.
2. Knowledge of Juvenile Justice System.
3. Ability to plan organizes and maintain an even flow of work.
4. Ability to deal courteously with the public.
5. Ability to maintain effective working relationships with associate agencies.
6. Ability to establish and maintain effective working relationships with co-workers and clients.
7. Ability to write meaningful reports and case histories.
8. Ability to type and use of a computer is preferred.

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	Policy IV-9 Review: April
	POSITION DESCRIPTION SUPERVISOR "A"
Chapter: : PERSONNEL RULES AND REGULATIONS Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: ACA 3-JDF-1C-01, 3-JDF-1C-09 3-JDF-1C-13

SUBJECT: SUPERVISOR A

GENERAL NATURE OF DUTIES (DEFINITION): Works under the general supervision of the Manager of the Detention Services Bureau to supervise and coordinate the activities of the Detention Center and Intake Section of the Juvenile Court of Memphis and Shelby County, Tennessee.

SPECIAL REQUIREMENTS: (1) Must pass a written psychological examination administered by an agency designated by the Juvenile Court of Memphis and Shelby County, Tennessee. (2) Must have a valid Tennessee driver's license or secure one upon employment date. (3) Must be able to work shift hours, holidays, and weekends. (4) Must be "on call" 24 hours a day, seven days a week. (5) Must pass a criminal background check.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Responsible for the safety and welfare of juveniles admitted to the Detention Center.
2. Responsible for planning, supervising and coordinating the activities of the assigned by the Detention Services Bureau.
3. Responsible for compliance with federal and state laws concerning children and youth.
4. Responsible for the evaluation and discipline of assigned personnel.
5. Responsible for complying with established policies and procedures concerning activities of the department, and recommending changes to these policies and procedures when necessary.
6. Responsible for issuing oral and written instructions to assigned personnel.
7. Ability to remain calm under adverse conditions.
8. Responsible for establishing and maintaining a system of records, particularly as it relates to case management and personnel matters.
9. Performs other related duties as assigned.

SUPERVISION RECEIVED AND GIVEN:

Oral and written instructions are received from Manager. Supervisory responsibilities extend to all assigned personnel.

MINIMUM ACCEPTABLE QUALIFICATIONS:

Education, Training and Experience - Graduation from an accredited college or university with a Bachelor's Degree in social sciences, psychology, or criminal justice, and at least two (2) years experience in a lead or supervisory capacity; or an equivalent combination of education and experience. **Proof of education will be required with a certified transcript to show earned hours for a degree or training if selected.**

Knowledge, Skills and Abilities:

1. General knowledge of supervision and personnel management practices and techniques.
2. Knowledge of modern counseling techniques.
3. Ability to coordinate and direct the activities of assigned personnel.
4. Ability to exercise good judgment in evaluation of situations and making sound decisions.
5. Ability to issue oral and written instructions.
6. Knowledge of Juvenile Justice System.
7. Ability to plan organizes and maintain an even flow of work.
8. Ability to deal courteously with the public.
9. Ability to establish and maintain effective working relationships with co-workers and clients.
10. Ability to write meaningful reports.
11. Ability to engage in public speaking as required.
12. Ability to use a computer is preferred.

	Policy # IV-10 Review: April **UNASSIGNED**
Chapter: : PERSONNEL RULES AND REGULATIONS Reviewed by: *Signatures on file in Administrator's Office*	Related Standards:

SUBJECT:

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	Policy # IV-11 Review: April **EMPLOYEE DRESS CODE**
Chapter: : PERSONNEL RULES AND REGULATIONS Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: None

SUBJECT EMPLOYEE DRESS CODE

I. PURPOSE

To establish guidelines regarding the uniforms, dress codes and personal appearance of the employees at the Juvenile Court of Memphis and Shelby County Detention Center.

II. DEFINITIONS:

Employee - A person employed by the Juvenile Court of Memphis and Shelby County Detention Center.

Identification (ID) Badge- Badge issued by Juvenile Court of Memphis and Shelby County to all employees to be used as employee identification.

Uniform - Clothing items issued by Juvenile Court of Memphis and Shelby County to be worn while on duty in the Detention Center. Normally includes detention officers, admissions and release officers.

III. POLICY

All detention personnel are given an opportunity to order needed uniform items annually. This opportunity is to be used to buy the needed articles that will be necessary for you to dress properly to perform your job. All employees shall maintain and wear their facility issued apparel in a proper and professional manner. Civilian clothing is not to be worn
on the floor by detention personnel during duty hours. Non-uniformed staff shall wear businesslike attire while on duty which conforms to the dress code as set forth by the policy of the Juvenile Court of Memphis and Shelby County. All uniformed employees are to follow the guidelines set forth in this policy.

IV. PROCEDURES UNIFORMED EMPLOYEES

For an employee's uniform to be acceptable, the wearing apparel must be worn in compliance with these guidelines. Detention personnel will be evaluated on their appearance during the employee performance evaluation. Among the items of clothing listed below, only facility issued items are permissible.

New Hire Employee Issue

Authorized Uniform Shirt (5)
Blue/Black Uniform Pants (5)
Belt (1)
Identification Badge (1)
Navy Windbreaker (1)
Jacket Liner (1)
Cuff Case (1)
Radio Holder (1)

Dress attire will be worn as follows:

- Authorized shirt and blue uniform pants, Court issued.
  - The Detention Officers are to wear tan logo shirts with blue pants.
  - The Shift Supervisors and Lead Officers are to wear white logo shirts with blue/black pants.
  - Central Detention Control personnel are to wear tan or blue logo shirts with blue pants.
- Uniforms are to be in serviceable condition, clean and neat in appearance and properly worn at all times.
- T-shirts (white only) with no writing on the front or back that will show through the uniform shirt and not exceed the length of the uniform shirt.
- The Court identification, and badge, which are issued, are part of the uniform. They will be worn where they are visible and legible at all times.

GUIDELINES FOR THE WEAR OF UNIFORM ACCESSORIES

- Shoes, black leather or tennis shoes. Shoes will encase the entire foot and will have a heel no higher than a half inch. Tennis shoes have to be black with no noticeable writing or markings of any color on the shoe.
- Socks or hose are to be dark in color, either black or blue. If boots are worn, white socks can be worn if they are not visible.
- Belts are to be worn at all times. They are to be black, plain or weave, with no designer styles and no big buckles.
- The two bottom buttons of the three-button shirt must be buttoned
- No pins or jewelry will be worn on the uniform shirt unless it is part of the uniform or is Court issued.
- Only Court issued outerwear will be allowed on the floor as part of the uniform. Jackets should only be Court issued.
- No big loop earrings or loose necklaces will be allowed. These are dangerous to the employee.
- No hats or headgear are to be worn in the detention areas.
- The full uniform is to be worn in a complete manner at all times while an employee is performing "official" duties for the Juvenile Court of Memphis and Shelby County.
- Employees are solely responsible for alterations to and the care of uniforms and clothing issued by the Juvenile Court of Memphis and Shelby County. Employees shall bear the cost of replacing damaged or lost uniforms due to improper use, care or maintenance. Reimbursement will be the lesser amount of the cost of the article of clothing lost or damaged, or the cost of replacement.
- Uniforms issued by the Juvenile Court of Memphis and Shelby County are the property of the Juvenile Court of Memphis and Shelby County and must be returned upon termination of employment.
- The uniform or any parts of it that are furnished by the Juvenile Court of Memphis and

Shelby County will not be worn during off-duty hours or when an employee is not acting in an official capacity, except when traveling directly to and from work.

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	Policy # IV-12
	Review: April
	HARASSMENT ON THE JOB
Chapter: : PERSONNEL RULES AND REGULATIONS Revised: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: ACA Standards: 3-JDF-1A-31-1; 1C-05-1 PREA: 115.311 Shelby County Government Employee Handbook

SUBJECT: HARASSMENT ON THE JOB

I PURPOSE

To ensure compliance with federal and state laws pertaining to harassment based on sex, race, color, religion, national origin, age, gender, disability, or other status protected by law, to provide examples of behaviors that may reasonably be considered to be harassment; and to establish procedures for County employees to follow in making complaints about harassing behavior. These policies are intended to complement and not replace the Office of Equal Opportunity Compliance and its obligations to educate, prevent and resolve employment-related complaints within Shelby County Government.

II POLICY

The Detention Services Bureau along with Shelby County Government prohibits any form of discrimination, including harassment based on sex, race, color, religion, national origin, age, gender, disability, or other status protected by law. Both the Detention Services Bureau and Shelby County Government are committed to maintaining a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere, which promotes equal opportunity and prohibits discriminatory practices, including harassment. Harassment, whether at the work site or in other work settings, whether verbal, physical, or environmental is unacceptable and will not be tolerated.

III. DEFINITIONS:

Appropriate Management Representative or Management Representative – For purposes of this policy, the term includes any Shelby County elected official or his/her designee. The term can also include lead officers, shift supervisors, supervisors, managers, administrators, and division directors, (or comparable classifications within an elected official's organization.)

Employee – For the purposes of this policy, any employee of the Detention Services Bureau

Hostile Work Environment – An unreasonable interference with an individual's job performance due to unlawful harassment.

Human Resources Administrator – For purposes of this policy, this term means the Administrator of the Shelby County Human Services Department unless specifically specified as the Administrator of Human Resources at the Juvenile Court of Memphis and Shelby County.

Management – For purposes of this policy, the term includes any person within supervisory authority over other employee(s) and specifically includes lead officers, shift supervisors, supervisors, managers, administrators, division directors (or the comparable classification within an elected official's organization) or an elected official.

Mediation – An informal problem-solving process in which a certified mediator helps disputing parties reach a mutually satisfactory agreement.

Shelby County Government – For purposes of this policy, the term includes Shelby County elected officials whose employees are in the classified or unclassified positions in the Civil Service System.

Shelby County Human Resources Department – means the department formerly referred to as Shelby County Department of Personnel.

Unlawful Harassment or Sexual Harassment – Unwelcome, unlawful conduct pertaining to an individual's race, color, religion, gender, national origin, age, disability, pregnancy, childbirth, or related medical conditions that unreasonably interferes with an individual's job performance or creates an intimidating, hostile or offensive working environment. For the purposes of this policy, the term "unlawful harassment" includes, but is not limited to:

- Offensive remarks, slurs, jokes, or humor with sexual overtones;
- Offensive pictures, drawings, photographs, written materials, letters, phone calls, texts, or any related materials of a sexual nature;
- Foul or obscene language;
- Unwanted flirtations;
- Offensive e-mail or voice mail, or the use of the internet in a manner inconsistent with the provisions of this policy and Detention Services Bureau Policy and Procedure IV-15, Standards of Conduct and Ethics, including, but not limited to downloading and viewing sexually explicit web sites;
- Offensive sexual remarks, sexual gestures, sexual advances or requests for sexual favors, regardless of the gender of the individual(s) involved;
- Demands for sexual favors in exchange for favorable treatment or continued employment;
- Offensive or unwelcome verbal or physical conduct/contact (including unnecessary touching or brushing against another's body);
- Leering, whistling, pinching, or other inappropriate touching;
- Attempted or actual kissing or fondling;
- Implied or overt sexual threats;
- Sexual assault, coerced sexual acts, or rape;
- Harassment , graphic or verbal commentary related to an individual's sexual orientation, body, sexual prowess or sexual deficiencies;
- Display in the workplace of sexually suggestive objects or pictures; and
- As it pertains to sexual harassment, submission to or rejection of unwelcome, unlawful conduct by an individual is used as the basis for employment decisions affecting such individual, including, but not limited to, threatening a reprisal or retaliating against an employee for refusing to respond to a sexual advance or a request for a sexual favor or for reporting a violation of this policy.

IV. PROCEDURES

General Procedures –Harassment (Unlawful or Sexual)

A. Unlawful or sexual harassment by any Detention Services Bureau employee or other individual doing business with or on behalf of the Detention Services Bureau or the Juvenile Court of Memphis and Shelby County (vendors, contractors, consultants, etc.) is a violation of this policy and is not tolerated.
B. Violations of this policy subjects an employee to disciplinary action up to and including dismissal from employment.
C. Supervisors, managers, administrators, and employees will not knowingly permit unlawful harassment in any work unit.
D. No supervisor, manager or higher authority will suggest to any employee or applicant that his/her initial or continued employment or potential advancement will be affected by his/her participation in or refusal to participate in any form of a personal relationship.
E. Supervisors, managers, and higher authority will not threaten a reprisal or retaliate against an employee in any form or manner for reporting a violation of this policy.
F. Behavior included in this policy as examples of unlawful harassment or that of a similar nature is unacceptable whether it occurs in the workplace itself or in other work-related settings such as business trips, training seminars and/or other County related events.
G. Unlawful harassment can involve conduct from male to female, female to male, female to female, or male to male. Sexual harassment can occur from supervisor to subordinate, subordinate to supervisor, co-worker to co-worker, non-Employee to Employee and vice versa.
H. Questions as to what constitutes harassing behavior or what conduct is prohibited by this policy will be directed to the employee's Shift Supervisor, member of Management, or the Administrator of Human Resources of the Juvenile Court of Memphis and Shelby County.

Consenting Romantic and/or Consenting Sexual Relationship

A. Coworkers – Consenting romantic and/or consenting sexual relationships between employees or between a supervisor or management representative and his/her subordinate may lead to unforeseen complications. Each employee should be aware of the possible risks of even a consensual romantic and/or sexual relationship. An Appropriate Management Representative within the work unit may alter the responsibilities or assignments of coworkers engaged in a consenting relationship to diminish the professional contact they may have with each other when there is even a remote possibility that such a relationship could interfere with the performance of work duties interfere with the overall productivity of any work unit.
B. Supervisor/Management Representative/Subordinate – Consenting romantic and/or consenting sexual relationships between a supervisor or management representative and his/her subordinate are strictly prohibited.
C. Sexual Favoritism – Employment decisions based on sexual favoritism are strictly prohibited.

Race, Color, Religion, National Origin, Age, Gender, Or Disability Harassment

A. Race, Color, Religion, National Origin, Age, Gender, or Disability Harassment Definition – Behavior reasonably perceived as denigrating or showing hostility toward an individual because of the individual's race, color, religion, national origin, age, gender, disability, or other status protected by law.

Example of such harassment could include, but are not limited to:

- Oral or written epithets, slurs, negative stereotyping or intimidating acts based on an individual's protected status;
- Gestures or conduct rooted in prejudice or other considerations that signal contempt toward others based on the individual's protected status;
- Circulating or posting of written or graphic materials that show hostility toward an individual because of his or her protected status.

B. Investigation of Race, Color, Religion, National Origin, Age, Gender or Disability Harassment – Shelby County Government's Office of Equal Opportunity Compliance will continue to have primary responsibility for investigation and resolution of such complaints.

Harassment Complaint Procedures

A. Notification of Complaint – An employee of Shelby County Government has available four (4) basic avenues for making a harassment compliant. They are:

1) Notification of the Offender,
2) Notification of the Appropriate Management Representative within the work unit,
3) Notification of Shelby County Human Resources Department,
4) Notification of Shelby County EOC.

Employees are encouraged to utilize any or all of these internal methods of notification.

1) **Notification of Offender** – Any employee who believes that he or she is being harassed in violation of this policy is encouraged to clearly and promptly notify the offender that his/her conduct is unwelcome.
2) **Notification of Appropriate Management Representative within the work unit** – If the employee is uncomfortable with speaking with the offender, or if the confrontation does not end the harassment, he/she should notify one (or more) of the following:
   a. Immediate Supervisor; or
   b. Department Manager; or
   c. Department Deputy Administrator; or
   d. Department Administrator; or
   e. Division Director (or comparable classification within an elected official's organization); or
   f. Elected Official (or his/her designee)
3) **Shelby County Human Resources Administrator** – At any point, an individual may report the conduct directly to the Shelby County Human Resources Administrator at 901-222-2327.
4) **Shelby County Equal Opportunity Compliance Office** – An employee may contact the Shelby County Equal Opportunity Compliance Office at 901-222-1100 with questions, concerns, or complaints concerning harassment.

EMPLOYEES MAY USE ANY OF THE NOTIFICATION OPTIONS LISTED ABOVE. AN EMPLOYEE MAY UTILIZE ANY OTHER METHOD OF NOTIFICATION MECHANISM AVAILABLE UNDER STATE OR FEDERAL LAW.

Management Representative's Responsibility

1. A management representative, who receives an oral or written harassment complaint upon receipt of the complaint, has three (3) responsibilities:
   A. If a management representative receives a harassment complaint, he or she must immediately (before the close of business notify the Human Resources Administrator.
   B. A management representative must obtain or prepare a written description of the conduct. The appropriate management representative should make an effort to have the complaint signed by the complainant; however a signature is not required. In the event the complainant should not wish to sign the complaint, the refusal to sign should be documented.
   C. A management representative must file a copy of the written description of the complaint with the Administrator of Shelby County Human Resources Department. The management representative should make every effort to submit such report with the Human Resources **within two (2) workdays of the initial compliant**.

Other Management Responsibilities

1. All members of Management have the dual responsibility of maintaining a work place free of harassment and preventing harassment in the workplace.
2. Where a Management Representative **observes**, **hears**, **or knows of conduct** that could be reasonable perceived as a violation of this policy, it is his or her responsibility to report that conduct to the appointing authority who has jurisdiction of the employees involved in the conduct. Additionally, where Management should have known about such conduct in violation of this policy or upon reasonable inquiry could have been made aware of the conduct and failed to make such an inquiry, the Administrator of the Bureau will be deemed in violation of this policy and will be disciplined.
3. Violation of any provision of this policy will subject a Management Representative or other employee to disciplinary action up to and including termination.

NOTE: Nothing in this policy is intended to interfere with the normal and customary chain of command required within an office.

Shelby County Human Resources Administrator's Responsibility Upon Receipt of Harassment Compliant – If at any time an individual makes a harassment compliant to the Shelby County Human Resources Administrator, the Administrator, or his or her designee, will obtain a written statement. Upon receipt of a harassment complaint, Shelby County Human Resources will promptly notify the appropriate management representative within the work unit.

Time for Employee Reporting Compliant of Harassment

Prompt reporting of complaints is strongly encouraged as it allows for rapid response and resolution of objectionable behavior or conditions of the complaining and individual and any other affected employees.

Confidentiality

To the extent possible and consistent with ascertaining the facts, complaints will be processed confidentially, but all complaints will be investigated in the manner described in these policies.

Protection Against Retaliation

Retaliation against any employee making a harassment compliant or assisting in an investigation is strictly forbidden. Retaliation is a serious violation of this policy and should be reported immediately in accordance with the Complaint Procedures as described above. Any person found to have retaliated against an individual will be subject to discipline.

EMPLOYEES MAY HAVE ACCESS TO A COMPLETE COPY OF THE SHELBY COUNTY GOVERNMENT'S HARASSMENT POLICY THROUGH THEIR IMMEDIATE SUPERVISOR OR THE COUNTY'S HUMAN RESOURCES DEPARTMENT.

Harassment Training

Each Detention Services Bureau employee may contact a Management Representative or the Administrator of Human Resources of the Juvenile Court of Memphis and Shelby County for material from the Library and Reference Services available in Administrative Services for additional training on this issue.

	Policy # IV-13
	Review: April
	NESTING
Chapter: : PERSONNEL RULES AND REGULATIONS Revised January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: None

SUBJECT: NESTING

I. PURPOSE

To ensure the safety and security of the detainees and the facility.

II. POLICY

All personnel on duty in the Detention Services Bureau to include Central Detention Control and the Girls' Detention and Boys' Detention residential Units are required to remain **alert** and **awake** at all times to ensure the safety and security of the detainees and the facility.

III. DEFINITIONS:

Nesting/pallet making – the use of pillows, blankets, towels, or other items to form a more comfortable environment while on duty.

IV. PROCEDURES

A. Nesting and/or pallet making will not be tolerated.
B. Failure to remain alert is a security risk for the Detention Services Bureau and will not be allowed.
C. Failure to remain alert, to sleep on duty, or to be involved in nesting/pallet making is cause for disciplinary action up to and including termination.
D. Clothes must be worn properly at all times and may not be used as a blanket or pillow.

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	Policy # IV-14 Review: April **UNASSIGNED**
Chapter: : PERSONNEL RULES AND REGULATIONS Reviewed by: *Signatures on file in Administrator's Office*	Related Standards:

SUBJECT:

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	Policy #IV-15 Review: April **STANDARDS OF CONDUCT AND ETHICS**
Chapter: PERSONNEL RULES AND REGULATIONS Revised: January 15, 2013 Reviewed by: *Signature on file in Administrator's Office*	Related Standards: 3-JDF-1A-06; 1C-22

SUBJECT: STANDARDS OF CONDUCT AND ETHICS

I. PURPOSE

All employees of the Detention Services Bureau, including contractual and consulting personnel shall comply with the standards of conduct as listed herein to ensure the highest standards of honesty, integrity, and impartiality.

II. POLICY

To earn and maintain a high level of public trust, the Detention Services Bureau shall conduct all activities with integrity in accordance with the highest standards of duty. Department employees shall adhere to the highest moral and ethical standards for personal conduct at all times. Each employee shall assume personal responsibility and accountability for his/her actions and avoid any activity or behavior that might hinder his/her ability to fulfill departmental responsibilities in a professional manner.

III. PROCEDURES

A. General Provision

1. This policy sets forth general guidelines for the standards of conduct, but does not provide an exhaustive list of all types of impermissible conduct and performance. Examples are provided to establish general principles for employees in performing their work in a professional and ethical manner.
2. Employees of the Detention Services Bureau will practice honesty and integrity in every aspect of dealing with supervisors, fellow employees, the public, vendors, and other government authorities. All forms of impropriety, placement of self-interest above public interest, partiality, prejudice, threats, favoritism, and undue influence and/or the appearance of such will be avoided.
3. Employees will treat supervisors, subordinate staff, co-workers, detainees' and their families, members of the law enforcement community, the judiciary, and members of the general public with respect and dignity.
4. The Department is not typically concerned with the activities of employees during nonworking time. Off-duty conduct becomes a legitimate concern, however, when it affects departmental operations or reflects unfavorably on the County or Juvenile Court. Such off-duty conduct may result in disciplinary action against the employee involved.
5. All Detention Services Bureau employees, contractual and consulting personnel will be required to read this policy and sign an Employee Acknowledgement Statement, Standards of Conduct and Ethics and Confidentiality Statement, JC-174.

B. Law, Rule, Policy, and Ethics Order Compliance

1. Employees will comply with applicable state and federal laws, rules, and regulations, Shelby County policies and Departmental policies.
2. Questions concerning interpretation of Departmental policies will be directed to the employee's supervisor or the appropriate Human Resources/Personnel or Divisional representative.
3. Employees will be subject to the Code of Ethics for Detention Services Bureau in accordance with this code, Detention Services Bureau employees should:
    a. Uphold the Constitution, laws, and legal regulations of the United States and the State of Tennessee and of all governments therein and never are a party to their evasion;
    b. Give a full day's labor for a full day's pay and give to the performance of his/her duties his/her earnest effort and best thought;
    c. Seek to find and employ more efficient and economical way of getting tasks accomplished;
    d. Never discriminate unfairly by the dispensing of special favors or privileges to anyone, whether for remuneration or not, and never accept, for him/herself or his/her family, favors or benefits under circumstances which might be constructed by reasonable persons as influencing the performance of his/her governmental duties;
    e. Make no private promises of any kind binding upon the duties of office, since a government employee has no private word, which can be binding on public duty;
    f. Engage in no business with the government, either directly or indirectly, which is inconsistent with the conscientious performance of his governmental duties;
    g. Never use any information coming to him/her confidentially in the performance of governmental duties as a means for making private profit;
    h. Expose corruption wherever discovered; and
    i. Uphold these principles, ever conscious that public office is a public trust.

C. Wrongful Use of Authority

The wrongful use of a position of authority to influence other department employees, detainees, their family members, law enforcement officials, members of the judiciary, or the general public will not be tolerated.

D. An employee will not advocate for or cause the advancement, appointment, employment, promotion, or transfer of a family member to an office or position with an agency or within the County.

E. Records

The creation, management, retention, and/or destruction of records and documents will comply with established laws, rules and policies.

1. Employees will use confidential information only for official or legal purposes, and not for personal or illegal advantage. Confidential

information acquired in the course of employment will be disclosed only on a need-to-know basis and only upon proper authorization.

2. Employees will not falsify and/or make material omissions or erroneous entries on Department and/or Court documents including employment forms, time records, travel records, and any other forms, document or record used in the court of Departmental business.
3. Employees will not falsify any time keeping record, intentionally falsify another employee's time record, allow someone else to keep or mark his/her time record, remove any time record from the designated area without proper authorization, or destroy such a record.

F. Disclosure of Arrest/Conviction Information

1. All applicants/employees will disclose felony convictions on the Application for Employment. All misdemeanor or felony convictions and/or pending charges must be reported on the County application. Falsification and/or misrepresentation of this information may result in the withdrawal of an offer of employment or separation of an employee.
2. Employees will notify their supervisor or human resources/personnel representative of any arrest(s) and/or conviction(s), including traffic violations(s), no later than the next business day following the arrest of conviction. Failure to provide such notification may result in disciplinary action up to and including separation from employment. Appropriate action will be taken based on an analysis of available facts, on a case-by-case basis, and may include, but not be limited to, suspension with out without pay, job reassignment, or separation from employment.
3. A criminal conviction for illegal conduct occurring on or off the job that is clearly related to/impacts an employee's assigned job duties, job performance, or is of such a nature that to continue the convicted employee in his/her position could constitute negligence in regard to the Department's duties to the public, youth under the Court's supervision, or other employees, may result in dismissal of the employee or placement of the employee in a non-pay status.
4. An employee placed on probation for a criminal or traffic offense may be dismissed from employment or placed in a non-pay status for the term of his/her probation if such probation renders the employee unable to successfully perform his/her assigned duties or is of such a nature that to continue the convicted employee in his/her position (while on probation) could constitute negligence in regard to the Court's duties to the public, youth under the Court's supervision, or other county employees.

G. Financial Transactions

1. Employees will not lend money, borrow money, or gamble while on duty.
2. Soliciting, selling, and/or fundraising for personal profit or for any organization will be prohibited.

H. Political Activities

1. Employees wishing to participate in political activities will comply with applicable federal and state law.
2. Employees who wish to seek office must comply with applicable federal and state laws.

3. Employees must notify the Human Resource Office prior to announcing for any elected position or office.
4. Employees are encouraged to vote.

I. Use of Department Resources

1. Employees will use Department resources legally and properly.
2. Theft, or the unauthorized removal or possession of property belonging to the Department, fellow employees, or anyone in Department offices or facilities will be prohibited.
3. Offices, workstations, office furniture, and equipment (e.g. computers) are County property and are reserved for work-related activities.
4. Court-provided computers, email, Internet access, and related tools, programs, and equipment are intended for official business use only.

J. Employee Visitors

In order to minimize interference with normal operations and to avoid potential hazards and liability for the Department, visitors (e.g. children, other relatives, friends or acquaintances of employees) in the work place will be discouraged.

K. Investigations

Employees will fully cooperate with all internal and external investigations, regardless of the nature of the investigation. Failure to fully cooperate may subject an employee to disciplinary action up to and including dismissal from employment.

L. Tape Recording of Conversations

Employees will not tape record conversations at work unless such conversations are work-related and specifically approved, in advance, by the supervisor of the organizational unit. Supervisors will consult with the Human Resource Office, prior to taping or authorizing the taping of any meeting or conversation. Employees in certain jobs, such as those involving investigations, will be authorized to tape record conversations when necessary and appropriate. Only the officials authorized to conduct hearings may tape employee grievance hearings.

M. Posting of Advertisements/Literature

Distribution and/or posting of advertisements, pamphlets, or similar literature or materials, including those soliciting memberships, is prohibited. Distribution and posting includes activities involving the use of electronic means such as faxes and email.

N. Employee Performance Expectations

Employees will strive to meet or exceed all established performance expectations.

1. Employees will perform reasonable job duties, even if not included in the performance plan, as assigned by the supervisor.
2. Employees will not sleep during working hours (See section T of this policy).
3. Acts of insubordination may result in disciplinary actions, up to and including dismissal.

O. Employee/Supervisor Relationships

Relationships between supervisors, employees, detainees and detainees' families will be conducted in a professional manner to avoid potential conflicts of interest, exploitation, personal bias, or significant disruption to the work/unit work environment.

1. Intimate, romantic, or sexual relationships between a manager/supervisor and a subordinate staff member, through any line of authority, will be prohibited due to the potential for such relationship to create an actual or perceived conflict of interest.
2. Intimate, romantic, or sexual relationships between co-workers will be prohibited when such relationship adversely impacts the performance of either co-worker or the functioning of the work unit.
3. Unprofessional behavior including, but not limited to, sexually-related conversations, inappropriate touching (including kissing, hugging, massaging, sitting on laps) racial or ethnic jokes and slurs and any other verbal or physical conduct of an offensive nature will be prohibited (See Detention Services Bureau Policy and Procedure IV-12, Harassment on the Job).
4. Employees will be familiar with and comply with the Department's Harassment policy at all times.

P. Employees will not, without written approval of the appropriate authority, maintain personal associates with; engage in personal business or trade with; or engage in non-work related correspondence with, or on behalf of a juvenile offender or his/her immediate family members. This prohibition does not apply to an employee's immediate family members; however, the applicable Department Administrator will be notified, in writing, whenever any immediate family member becomes subject to this policy.

Q. Maltreatment of Detainees

Employees will not mistreat juvenile detainees. Prohibited activities include, but are not limited to:

1. Procuring tobacco, alcohol or illegal drugs for or from offenders;
2. Receiving gifts or favors from offenders or their relatives, friends or acquaintances;
3. Gambling, buying, selling, trading, borrowing, giving or lending goods or money with offenders;
4. Using relationships or information obtained on current or former offenders to take unfair advantage of the offender or their relatives, friends, or acquaintances; and
5. Engaging in romantic, intimate or sexual relationships, physical sexual contact or inappropriate verbal sexual contact with offenders or their family members, or otherwise taking sexual advantage of offenders or their family members.

R. Workplace Violence

Acts or threatened acts of violence will not be tolerated in the workplace.

1. Threatening, abusive or profane language or written material will not be permitted.

2. Fighting and/or argumentative behavior directed toward a supervisor, co-worker, or any other party while on duty while acting under the color of office will be prohibited.
3. Dangerous or unauthorized materials such as explosives, firearms, or similar items will be prohibited from the premises or all Department offices and facilities, unless specifically required as part of the employee's job responsibilities and/or terms and conditions of employment.

S. Exceptions

There may be unique or compelling circumstances warranting exceptions to or waivers from these policies in certain individual cases. Requests for exceptions must be submitted in writing to the Detention Services Bureau Administrator. Any approval of such requests must be documented in writing and submitted to the Administrator of the Human Resources at the Juvenile Court of Memphis and Shelby County

T. Use of Telephones and/or Cellular Telephones While on Duty

1. The telephones throughout the Detention Services Bureau are for business only.
2. Authorized, personal telephone calls re restricted to three (3) minutes.
3. If a DSB staff member is on an assigned work detail and unable to come to the phone, a message will be taken and given to that staff member as soon as the detail is completed. No one is to be called away from a work detail or an assigned task for a personal telephone call. In the event of an emergency, another staff member will replace the staff member assigned to the work detail for the purpose of responding to the emergency. All emergency calls should be directed to the Central Detention Control for the Shift Supervisor on duty to direct as necessary.
4. The public phones in on the residential units are for the use by the detainees only.
5. The use of cellular telephones while on duty is prohibited. All cellular telephones must be stored in the employee's locker outside the secured Detention Services Bureau area.
6. Only court issued or approved cell phones will be allowed in the Detention Center.
7. Detention Services Bureau personnel are allowed to use their personal cellular telephones on their breaks outside of the Detention Services Bureau area.

U. Employees will report violations or suspected violations of this policy to the appropriate supervisor within their chain of command, the designated Human Resources/Personnel representative.

1. Retaliation against an employee who uses the Department reporting process to raise legitimate concerns in accordance with this policy will not be tolerated.
2. Alleged violations of this policy will be thoroughly investigated by the appropriate office. Appropriate disciplinary actions, up to and including dismissal, will be taken as indicated by investigative findings and results.
3. If appropriate, external investigative and/or law enforcement agencies will be notified of allegations.
4. Legal action may be taken if dictated by the nature of the violation.

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	Policy # V-1 Review: May **DETENTION CENTER DAILY OPERATING PROCEDURES**
Chapter: TRAINING AND STAFF DEVELOPMENT Revised: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-3A-05 and 06; 4B-13

SUBJECT: DETENTION CENTER DAILY OPERATING PROCEDURES

I. PURPOSE

To provide the general daily operating procedures of the Detention Center so as to ensure a smooth and consistently run operation.

II. POLICY

All Detention Services Bureau staff members are charged with their operational post assignments so as to make certain the daily operations of the Detention Center are run as smoothly and consistently as possible and will ensure the safety of the detainees and the personnel.

III. PROCEDURES

General Procedures

Hours of Operation

1. All Detention Officers shall be dressed as prescribed in Detention Services Bureau Policy and Procedure IV-11 and be ready to start work at the beginning of their respective assigned shifts. Detention personnel shall operate on three (3) shifts, which are designated as follows:

	Detention Units	Central Detention Control
Shift #A	10:00 p.m. – 6:00 a.m.	11:00 p.m. – 7:00 a.m.
Shift #B	6:00 a.m. – 2:00 p.m.	7:00 a.m. – 3:00 p.m.
Shift #C	2:00 p.m. – 10:00 p.m.	3:00 p.m. – 11:00 p.m.

	Shift Supervisor
Shift #A	11:00 p.m. – 7:30 a.m.
Shift #B	7:00 a.m. – 3:30 p.m.
Shift #C	3:00 p.m. – 11:30 p.m.

2. No Detention Officer shall leave the Detention Center without permission from the Shift Supervisor. If it becomes necessary for a Detention Officer to leave the assigned area, the Shift Supervisor must be informed as to the reason for leaving, the location to which the Detention Officer is going, and how the Detention Officer may be reached in the event of an emergency.

3. It shall be the responsibility of Shift #B (6:00 a.m. – 2:00 p.m.) Detention Officers to see that all detainees in the Detention Center are kept as busy as possible in all Detention Center programming to include but not limited to recreation, education, and cleaning details. It is also the responsibility of this Shift to ensure the cleaning of the detention unit housing rooms of each of the detainees.

4. It shall be the responsibility of the Shift #C Detention Officers (2:00 p.m. – 10:00 p.m.) to ensure that all detainees are provided a shower according to the Daily Detention Schedule prior to retiring for the night. Further, it is the responsibility of this Shift to ensure that all detainees are securely in their detention rooms and in bed before their tour of duty ends.
5. Shift #A Detention Officers (10:00 p.m. - 6:00 a.m.) shall maintain constant surveillance of dormitories during the night to prevent detainees from attempting escapes, causing property damage, engaging in sex play, or malicious mischief. Detention Officers shall update the Daily Detention Record, JC-143, and forward to Central Detention Control for verification of attendance in the Detention Center.

Shift Pass-Down

1. The outgoing Shift Supervisor(s) and Lead Officers on the respective residential units shall give to the incoming Supervisor(s) and Lead Officers on the respective residential units the necessary keys and shall relay any instructions or necessary information relative to the detainees or the day's operations. All such information shall be contained in written form in the Supervisors' Logbook and the Control Booths' Logbooks respectively. This shall be called a *Pass-down Meeting*. The *Pass-down Meeting* entry in the Supervisors' or Control Booths Logbooks on the residential units shall contain, at minimum, the discussion of the following topics by category with the specific detainees listed (if any) in the pass-down paragraph:
   a. Medical – Any and all medical alerts or concerns pertaining to detainees currently in the facility or in the custody of the facility but at a hospital under the supervision of the facility personnel;
   b. Special Diets – Special, therapeutic, medical, and religious diets, including those ordered by the Health Authority, a mental health professional (for youth on a Special Management Plan), a physician's assistant, a nurse practitioner, dentist or the Detention Services Bureau Administrator or designee when indicated;
   c. Detainee Disciplinary Concerns – Any detainee disciplinary issues that may have occurred or behavior concerns which warrant Individual Program Planning;
   d. Recreation – Any updates to be provided for the recreation coordinator relative to the detainees, their safety, security, health, and welfare;
   e. Personnel Issues – Any information concerning personnel shortages, personnel schedule changes, those not reporting to work for any reason, etc.
2. It shall be the responsibility of the Detention Officers on each shift, when coming on duty and before the shift being relieved going off duty, to ensure a thorough inspection of every area under their control. Detention Officers shall report to the Shift Supervisor any damage to the building, furnishings, or equipment in the Detention areas. If any damages or unclean conditions are found which have not been reported, the personnel on duty at the time such conditions are discovered will be held responsible.

Employee Personal Property

So as to reduce the opportunity for contraband to be introduced into the Detention Center, the following rules shall apply:

1. Employees are to secure all personal property in their assigned locker in the lobby area.
2. Employees may only bring one purse/bag per employee into the secure area of the Detention Services Bureau. The only approved purse/bag is to be **clear** with no color or designs measuring 8 ½ X 11" or smaller (See Detention Services Bureau Policy and Procedure, IV-11, Employee Dress Code).
3. Employees are not permitted to bring medication into the Detention Center without prior approval from a Shift Supervisor or higher authority.
4. Any item needing refrigeration must be hand checked by the Shift Supervisor prior to being brought into the Detention Center.

General Daily Operating Procedures

1. It shall be the responsibility of all Detention Services Bureau personnel to maintain secure custody of all detainees in the Detention Center. Any Detention Services Bureau staff member who shall negligently allow the escape of any person(s) in the custody of the Juvenile Court or the Detention Center shall be suspended from duty and may be dismissed.
2. All Detention Officers shall remain awake and alert at all times.
3. Detention Officers shall not interrogate, intimidate, or threaten detainees held in the Detention Center in order to obtain information for the police or for any other reason, and shall not use profane or obscene language in the presence of detainees at any time or under any circumstances.
4. Television sets and radios shall not be used in the Detention Officer's office or in any area of the Detention Center except in the Dayroom or the Recreation room.

Operational Post Assignments

1. Written Operational Post Assignments specifically state duties and responsibilities in relation to positions throughout the Detention Center.
2. The Operational Post Assignments are reviewed at least annually and updated as needed.
3. Personnel within the Detention Services Bureau shall receive in-house training on position Post Orders. Formal training is required for the positions of Central Control Booth Operator and a Probation Counselor B.

New Operational Position Assignments

1. Prior to assuming a new position, personnel in the Detention Center shall read the appropriate shift assignment description each time they assume a new position and sign and date it.

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	Policy #V-2
	Review: May
	DETENTION CENTER COMMUNICATION/TELEPHONE/INTERCOM AND RADIO CODE PROCEDURE
Chapter: Training and Staff Development Reviewed: January 15, 2013 Reviewed by: ***Signature on file in Administrator's Office***	Related Standards:3-JDF-1A-24; 3-JDF-3A-02; 3-JDF-3B-07

SUBJECT: DETENTION CENTER COMMUNICATION/TELEPHONE/INTERCOM AND RADIO CODE PROCEDURE

I. PURPOSE

Establish a clear, concise procedure to follow whenever Detention Services Bureau personnel and/or detainees communicate with one another.

II. POLICY

It is the responsibility of all Detention Services Bureau personnel to learn and use the communication procedures outlined in this directive.

III. DEFINITIONS

Detainee – Youth ordered into detention status.

Color Codes/Signal Codes - Standardized communication codes used in conjunction with Radio Ten Codes to ensure fast, accurate, and universal communication in detention.

Counts – A counting system to ensure the proper number of detainees is under the supervision of a detention officer.

Radio Ten Codes – Standardized communication codes to ensure fast, accurate, and universal communication in detention.

Security Devices – Devices both mechanical and electrical that enhance security in the facility.

IV. PROCEDURES

A. Communications

Communication between officers and detainees is a critical component for maintaining a safe and secure environment. Communication includes verbal briefings, log entries, and electronic communication.

B. Daily Briefings and Pass -Down Communications

1. All DSB personnel are required upon reporting to duty to be briefed daily by their outgoing counterparts on each shift. Briefing at a minimum shall include the

following, be logged by the appropriate personnel in the respective log book, and signed by both the incoming personnel and the out going personnel:

a. Review of census counts including admissions and releases;
b. Names of detainees placed in confinement and current status to include disciplinary issues;
c. Names and status of any detainee with special medical alerts and any special diet concerns;
d. Status of security devices;
e. Any incidents that contribute to jeopardizing safety and security;
f. Any scheduling issues;
g. Any issues pertinent to the recreation program;
h. Any other information applicable to maintaining a safe, secure environment.

2. All personnel are required to ensure whenever using a logbook that all entries are legible and complete.
3. Logbook entries will never be erased with the use of correction fluid. If a mistake is made, you simply draw a single line through the mistake, write the corrected information after, and initial after the mistake.

C. Radio Communication:

Shall require Radio Ten Codes be utilized for standard radio communications

a. 10-3 Stop transmitting
b. 10-4 Acknowledged
c. 10-10 On a break
d. 10-12 Official/Visitor present
e. 10-14 Escort
f. 10-15 Detainee
g. 10-20 Location
h. 10-24 Officer needs help (Non-emergency but urgent)
i. 10-51 Enroute
j. 10-97 Arrival

When communicating over the radio, the officer shall speak clearly and concisely. The following general information is necessary when utilizing the radio:

1. The officer's call sign will be his/her badge number when communicating over the radio at any time.
2. The North Side Control Booth in Boy's Detention shall be referred to as Control 1.
3. The South Side Control Booth in Boy's Detention shall be referred to as Control 2.
4. The Control Booth in the Girl's Detention Unit shall be referred to as Control 3.
5. The Supervisor on duty shall be referred to as Command 1.
6. Central Detention Control is always referred to as Command.

D. Color Codes/Signal Codes

CODE BLUE	Assistance Required
CODE RED	Fire or other need to evacuate to a secure outside area
CODE GREEN	Escape
CODE WHITE	Medical Emergency
CODE ONE	Detainee entering Detention from Admissions
CODE TWO	Breakfast, Lunch, Dinner
CODE THREE	Sick Call – Medication Time
CODE FOUR	Detainee to be released

For additional policy information in reference to movement during CODES BLUE, GREEN and WHITE, refer to DSB Policy VI-30.

E. Equipment Sign Out

1. Detention Services Bureau personnel shall sign out all radios and other respective equipment in the Central Detention Control (CDC) at the beginning of the shift on the Equipment Control Log or other appropriate log.
2. Inspect and test the radio operation prior to leaving CDC.
   (Note: Any damage not documented when receiving the radio may be charged to the officer.)

F. Communication on the Residential Units

Communication between the DSB personnel and the detainees who are on the residential units may occur via the two-way communication system from the residential control booth electronic system or face-to -face with the detainees. The electronic two-way control systems throughout the Detention Services Bureau shall be tested quarterly by the Detention Services Bureau Manager or designee. Any failures of the system shall be reported immediately to the Information Systems Department for immediate processing and correction.

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	Policy # V-3
	Review: May
	INTAKE OFFICER PROCEDURES
Chapter: Chapter: TRAINING AND STAFF DEVELOPMENT Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards:

SUBJECT: INTAKE OFFICER PROCEDURES

I. PURPOSE

To establish policy and procedures for responsibilities of the Intake Officer.

II. POLICY

A Central Detention Control staff member will normally complete the Intake Officer responsibilities. In case of staffing shortages or in an emergency situation a Detention Officer from Boys or Girls detention may be reassigned in CDC at the discretion of the Supervisor on duty. All duties of the Intake Officer fall under the direct supervision of the Supervisor on duty.

III. PROCEDURES

1. An Intake Officer will search each child that is brought into Intake for admission into the facility following the procedures set forth in *Policy VI-4.*
2. The Intake Officer will be responsible for assisting the law enforcement community with picture lineups, identifications, and copies of fingerprint cards.
3. The Intake Officer will assist the CDC personnel with the taking of personal property from the juveniles as they enter the Detention Center and properly filling out the Property screen in JCS 32 or completing a Property Receipt (JC-261). All personal property will be logged on the property screen in JCS 32 and the property sheet (JC-261).
4. The property will be properly stored in a property bag and sealed and secured accordingly. The property shall remain on the property cart in the CDC area until such time as the child is moved to the appropriate unit.
5. The intake officer is responsible for controlling the detainees that are in the holding cells.
6. The Intake Officer staff will maintain a list of all juveniles in the holding rooms. This list will be reviewed every two (2) hours by the Supervisor on duty.
7. No juvenile will remain in the holding room for more than two (2) hours.
8. At the end of each shift the intake officer will provide a list to the Supervisor of the status on any juvenile still in the holding rooms.

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	Policy # V-4
	Review: May
	PERSONNEL EVALUATION GUIDELINES
Chapter: Chapter: TRAINING AND STAFF DEVELOPMENT Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: ACA Standard: 3-JDF-1C-16

SUBJECT: PERSONNEL EVALUATION GUIDELINES

These guidelines are meant to help you and your employees use Shelby County Government's Performance Appraisal system. This system is designed to be a management tool for the purpose of communicating with your employees. The overall goal of our system is to increase the productivity of each County employee by giving specific feedback on job performance. In order to reach this goal, managers should use the Performance Appraisal as a communication tool and must strive to be fair, consistent, and objective in their assessment. During the evaluation cycle, the manager should plan carefully and then evaluate consistently, considering the entire time frame covered by the evaluation.

I.THE EVALUATION CYCLE

The normal cycle is one year. The evaluation year normally ends June 30 for most employees on grade 4-24 and December for most management employees on the Executive pay schedule. Special cycles include the following:

NEW EMPLOYEE: Evaluated during the sixth month of employment.

PROBATION: Evaluated after a minimum of three months to a maximum of six months.

II.THE PLANNING STAGE

In the planning stage each manager should follow the steps below:

- Review and discuss Major Job Tasks and Performance Expectations with all employees. (Be sure that both you and the employee agree on the key areas in which you expect results, the standards you will use to measure results, and the objectives the employee agrees to meet in each job task.
- See that each employee has a copy of his/her job description.
- When duties change, be sure to update each employee's functional job description and provide a copy.

III. BEFORE THE EVALUATION INTERVIEW

- Determine if tasks and standards need to be updated.
- Review your employee's performance according to your records.

- Complete the evaluation form except for the overall rating, the Remedial Activities Section and Development Activities. Pay special attention to the personnel information requested and be sure it is complete.
- If you think there may be a disagreement between you and your supervisor in terms of the rating to be given, discuss the evaluation with him/her and come to a meeting of the minds prior to the evaluation interview.
- Check with your employee to set a date and time for the interview. Remind the employee to come prepared to discuss his/her performance. One way to get them thinking in the right direction is to give them a copy of the evaluation form.

IV. THE YEAR-END

- Establish a time for the interview when you can be undisturbed by phone and visitors.
- Establish rapport with the employee and make them comfortable.
- Establish the purpose of the interview and let him/her know this will be a TWO-WAY conversation.
- Rate the employees on each task and spell out specifically the standards you used to determine the rating.
- Compute the overall rating and explain how the rating was determined.
- Determine areas that need to be improved or goals/projects that need attention and complete the Remedial Activities Section, if necessary, as well as the Development Activities Section. (Very Important)
- Sign the evaluation and have the employee sign.

V. AFTER THE EVALUATION

- Check the personnel information on the front.
- Obtain the necessary signatures.
- Send the white copy to COUNTY PERSONNEL.
- You and the employee should keep the other copies for your files.

VI. REMEDIAL ACTIVITIES SECTION

- This is an important part of the evaluation when a reviewer rates an employee Below Expectations or Unsatisfactory. This section is mandatory in these cases. The reviewer should spell out specifically the actions that an employee must take to correct performance and communicate specific deadlines for this action. Performance improvement is a two-way street. It should reflect not only what the employee needs to do, but also what the County can do to enhance improvement.

VII. THE DEVELOPMENT ACTIVITIES SECTION

- This is an important section if used properly by management. This is the section where the reviewer may communicate his/her specific expectations for the coming year. Even when a reviewer rates an employee as "Outstanding" or "Exceeds Expectations," he/she should complete this section. It is especially important in a case like this because the reviewer certainly wants the employee to "maintain the status quo." In this section, the reviewer, with the employee's input, should establish goals, projects, training, etc. that will develop the employee in the upcoming year.

VIII. QUESTIONS ABOUT THE PERFORMANCE APPRAISAL SYSTEM

Q. Why does SCG have a Performance Appraisal System?
A. So that management, through open, two-way dialogue, can communicate performance expectations to employees. The system will help you:

- state job tasks and performance expectations clearly to all employees
- set goals with employees
- increase productivity and improve performance through clearly defined and communicated expectations
- Reduce weakness by clearly defining problems and offering solutions to these problems.

Q. What happens to this information and who sees it?
A. The information is monitored by Shelby County Personnel to determine development needs of our employees, and the entire form is stored in the master personnel file.

Q. What happens when an employee terminates, is promoted, or transfers during an evaluation cycle?
A. When an employee terminates, the manager should complete a performance appraisal on the employee and forward it to County personnel department The manager should write, "terminated" at the top of the form. When an employee is promoted, he/she is automatically placed on three - to - six-month new job probation. When the probationary period has been completed, the manager completes the performance appraisal and forwards it to County personnel. When an employee transfers, the manager should handle the transfer as a promotion, i.e., the employee should be placed on three -to - six-month new job probation and evaluated accordingly.

Q. When is a new employee evaluated?
A. A new employee is on a six-month probation. He/she should be evaluated during the sixth month prior to the end of probation. The manager should indicate on the appraisal that this is an "Original Probation."

Q. What happens when an employee receives an overall rating of "Needs Improvement" or "Unsatisfactory."

A. The employee is automatically placed on three - to - six-month Performance Probation and should be re-evaluated in ninety days. The employee must be informed of this.

Q. How does the Performance Appraisal document affect compensation?
A. Evaluations are used, as one criteria upon which merit increases will be determined. Well-documented performance of a superior or outstanding nature is necessary to justify consideration for a merit increase.

Q. How does the Performance Appraisal document affect promotability?
A. The performance appraisal should document and reflect an employee's true performance. It should be used as a communication tool to document a manager's expectations of an employee. When an employee performs in a superior or outstanding manner, their actions should be documented on the yearly appraisal. If the employee shows a great deal of potential and desires career advancement within the organization, this should be reflected in the Development Activities Section along with suggestions from the manager as to steps an employee should take to secure a promotion. Promotional opportunity can be enhanced by a favorable performance evaluation.

Q. How can the Performance Appraisal be used to correct poor performance?
A. Again, the form is simply a tool to be used by management. If an employee is not performing to standard, the manager should counsel him. The Appraisal is never to be used as a disciplinary document. It is to be used to communicate the manager's expectations and to document compliance or non-compliance to these expectations. The manager should communicate his/her expectations to the employee, document poor performance, and take proper disciplinary steps to obtain compliance.

	Policy # V-5 Review: May **JUVENILE DETENTION OFFICER PRE-SERVICE/QUALIFICATION TRAINING**
Chapter: Chapter: TRAINING AND STAFF DEVELOPMENT Reviewed January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-1D-09 through 10

SUBJECT: JUVENILE DETENTION OFFICER PRE-SERVICE/QUALIFICATION TRAINING

I. PURPOSE

To establish a procedure for Detention Services Bureau governing the qualification of personnel working within the bureau and the facility. The need exists to establish a Detention Officer qualification program in order to: (1) ensure that all direct-care detention personnel are performing at a minimum standardized level of competency, (2) Maintain a safe and secure environment for staff, (3) ensure the safety of youth committed to the care and custody of the Detention Services Bureau, (4) enhance program effectiveness and, (5) provide greater protection to the public through an improved level of service to youth who are placed in our care.

II. POLICY

All new employees hired for the Detention Center will be required to complete forty (40) hours (Phase I) of basic pre-service training before assuming individual job responsibilities on a shift. Once the trainee has completed Phase I, and assigned to a shift they will begin eighty (80) hours (Phase II) Facility Training Program, which is an eight (8) week mentor base On-The-Job Training (OTJ) evolution. Phase III of the Detention Officer training includes Basic First Aid, CPR and Nonviolent Crisis Intervention Training. Phase III must be completed within the first twelve (12) months of employment. Each new trainee must successfully complete one hundred twenty (120) hours (Phase I and II) of training prior to the end of his or her initial probation period.

III. DEFINITIONS:

Mentor Training Officer (M.T.O.) – The assigned DSB personnel responsible for the training of a new Detention Officer during the OTJ training of Phase II Facility Training Program.

This Policy and Procedure has no JCS32 impact

IV. PROCEDURES

All new detention staff trainees will be enrolled in the National Juvenile Detention Administration Center for Research and Professional Development Pre-Service Computer Based Training. Each new trainee will be assigned a mentor to assist him/her through the pre-service training process.

Mentor-Trainer

Each new trainee must be assigned a Mentor Training Officer (M.T.O.). The

M.T.O. will be an experienced and trustworthy employee assigned by a Detention Center Administrator or designee. The M.T.O. will answer questions, acquaint the new employee to the facility, reinforce important concepts, and evaluate the new employee's understanding and performance. At the completion of the training, it the responsibility of the M.T.O. to ensure that all of the required evaluation forms, progress reports and post course critique forms are completed, in their entirety, signed and dated and submitted to the appropriate DSB Supervisor for proper documentation on the new hire.

Pre-Service Curriculum (Phase I)

History of the Juvenile Justice System and Overview of Detention	3 hours
Institutional Security	2 hours
Contraband 1 hour Searches	2 hours
Restraints and Seclusion	2 hours
Admissions	2 hours
Behavior Management	3 hours
Behavior Observation and Recording	1 hour
Cultural Sensitivity	2 hours
Conflict Resolution	3 hours
Suicide Prevention	2 hours
Basic Health Care	1 hour
One on One with Mentor	16 hours minimum

Facility Training Program (Phase II)

Facility Training Program is to be carried out as outlined in the Standards and Training Manual for Juvenile Detention Officer Trainee's Handbook. Areas to be covered are as follows:

Trainee Orientation
Standards of Conduct and Ethics
Chain of Command and Uniform Regulations
Key Control and Officer Safety
Security
Use of Force and Restraints Emergency Procedures and Radio Use Duty Assignments, Security Checks
Juvenile Rights, Privileges, Rules of Conduct and Detainee Disciplinary Procedures
Supervision of Offenders including Sexual Assault and Assault
General Topics
Medical Procedures
Reports and Courtroom Demeanor 80 hours minimum

Phase III

Basic First Aid, CPR Automatic External Defibrillator Training	8 hours
Nonviolent Crisis Intervention Training Course	(Units I through X)
	16 hours

	Policy # V-6
	Review: May
	STAFFING REQUIREMENTS
Chapter: TRAINING AND STAFF DEVELOPMENT Revised: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-1C-04

SUBJECT: STAFFING REQUIREMENTS

I. PURPOSE

To ensure the Detention Center is adequately staffed to safely supervise and manage detainees based on facility programming and scheduled services maximizing safety and security.

II. POLICY

The Detention Services Bureau shall set forth requirements that must be maintained unless the Detention Center Manager or higher authority approves otherwise.

III. PROCEDURES

Staffing Requirements

A. When establishing minimum shift requirements the personnel required must all be direct care staff.

B. Shifts are required to have a minimum number of Detention Officers in Detention for each shift to operate smoothly. This can only be over-ridden by the Detention Services Bureau Manager or higher authority.
   1. A minimum of one (1) Officer assigned for every eight (8) detainees during waking hours
   2. A minimum of one (1) Officer assigned for every twelve (12) detainees during sleeping hours.
   3. At least one (1) male and one (1) female Detention Officer staff member shall be on duty at all times.

C. The Shift Supervisor assigned to each shift is required to maintain the schedule to ensure that this minimum requirement is fulfilled. The Shift Supervisor may, at their discretion, require a higher number of personnel than the minimum required as long as it does not require the use of over-time or compensatory time. The Detention Services Bureau Deputy Administrator or Manager must approve any over-time or compensatory time.

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	Policy # V-7 Review: October **JUVENILE DETENTION STAFF IN-SERVICE TRAINING**
Chapter: TRAINING AND STAFF DEVELOPMENT Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: TCI: 1400-3-.06 ACA Standards: 3-JDF-1D-01through 14; 3-JDF-3C-04, 3-JDF-4C-27

SUBJECT: JUVENILE DETENTION STAFF IN-SERVICE TRAINING

I. PURPOSE

To establish a procedure for the Detention Services Bureau governing the ongoing development of staff within the Detention Center. The need exists to establish Juvenile Detention Officer in-service training and continuing education opportunities to ensure that its staff members have the specialized skills and knowledge necessary to provide quality services and to ensure that all those within the Detention Services Bureau receive sufficient training so that they are thoroughly familiar with the rules of juvenile conduct, the rationale for the rules, and the sanctions available. The program will serve to: (1) ensure that all direct-care detention staff are performing at a minimum standardized level of competency, (2) Maintain a safe and secure environment for staff, (3) ensure that safety of youth committed to the care and custody of the Detention Services Bureau, (4) enhance program effectiveness and, (5) provide greater protection to the public through and improved level of services to youth who are placed in our care.

II. POLICY

Development is an ongoing, integral, and identifiable part of the Detention Services Bureau's program of services. All employees of the Detention Services Bureau will be required to annually complete the required number of in-service hours. The in-service training curriculum should include competency-based modules to ensure that staff continues to improve their knowledge of specific skill areas of detention operations. Annual training shall include CPR and First Aid training every three (3) years as defined by the American Red Cross, American Heart Association or other accredited provider so as to maintain current certification throughout their employment. In-service training requirements begin after the first year of employment following pre-service and are tracked and documented by hire date. This annual in-service shall be approved and monitored by the Detention Services Bureau Administrator.

III. DEFINITIONS:

Administrative Management Personnel – Persons responsible for the management of the facility. Examples include but are not limited to, Administrator, Deputy Administrator, and Shift Supervisors.

Training Coordinator – The individual(s) at the facility responsible for curriculum development, planning, implementation and or presentation of training programs within state and ACA guidelines. Also responsible for

maintenance of facility records relative to staff education and training in accordance with the Detention Services Bureau's prescribed format, ACA standards and state requirements.

Detainee – Any juvenile confined at the Detention Center.

Employee – A person employed in an approved full-time position with the Detention Services Bureau.

In-Service Training – Annual training to provide new information to employees and others who with in the Detention Services Bureau. Such courses are specified in advance as in-service training.

Professional Specialist – Individuals with considerable training and/or education for the particular responsibilities of their position includes case-managers (counselors), social workers, psychologist, teachers, librarians, medical personnel, chaplains, recreation coordinator, etc.

Qualified Instructor – One who holds current licensure or certification in the specialized topic area(s), specialist consultants, persons having satisfactorily completed training for trainer's course and/or those who by education and experience can be considered subject- matter experts.

Support Personnel (Regular/Daily Contact) – Employees whose primary responsibility is in an area other than security. Examples would be food service workers, maintenance personnel, and other personnel whose work requires day-to-day contact with the detainees.

Support Personnel (Minimum Contact) – Employees whose primary responsibility is in an area other than security. Example, clerical

Training – An organized, planned activity conducted to achieve specific learning objectives. Involves the acquisition of specific skills and/or specific information necessary to the performance of a specific task or job and is oriented toward practical application. May also include general information designed to orient personnel toward new practical processes, techniques, or methods. Such activity may be conducted in a classroom, on-the-job training (OJT), or other setting, and provide for evaluations, and must be conducted by a qualified instructor/employee.

IV. PROCEDURES

TRAINING CURRICULM LESSON PLANS

- Specific lesson plans and training programs will be planned in accordance with directives set forth by the Detention Services Bureau. These programs will meet at least the minimum requirements of training and staff development established
- The Detention Center's training plan is developed by an advisory training committee composed of the Detention Center's training coordinator and representatives from other institutional departments. The committee meets at least quarterly to review progress and resolve problems, and a written

record of these meetings is forwarded to the Detention Center's administrator for final approval.

- For consistency and program integrity, the Training Coordinator and the Detention Services Bureau Administrator or designee will approve the training curriculum to ensure compliance with all applicable standards.
- Any lesson plan/materials developed by outside resources/individuals will be submitted to the Training Coordinator and DSB Administrator/designee for review and approval prior to the requested program presentation date.
- The facility's training plan shall be developed by the Training Coordinator and the DSB Administrator/designee. The training plan is developed, evaluated, and updated based on an annual assessment that identifies current job-related training needs.

USE OF QUALIFIED INSTRUCTORS

- Qualified Instructors can be used to supplement training provided by the Juvenile Court's Training Coordinator.
- The Training Coordinator is responsible for reviewing the contents of the lesson plan used by the Qualified Instructor for accuracy and consistency with the Detention Services Bureau's philosophy.

ON-THE-JOB TRAINING

- On-The-Job Training will be conducted under the direction of the employee's supervisor, Mentor Training Officer and coordinated by the DSB Administrator.
- The DSB Administrator will assist the Shift Supervisors, the DSB Manager and the DSB Deputy Administrator in establishing structured OJT activities, which are approved, prior to OJT training, by the DSB Administrator/designee as set forth in the Juvenile Detention Officer Pre-Service/Qualification Training policy, DSB Policy and Procedure Manual, Policy V-5.

FACILITY TRAINING SYSTEM

- The Training Coordinator and the DSB Administrator/designee will devise a system of training.
- Facility training programs will be consistent with established lesson plan content, prescribed hours, ACA Standard and TDCS requirements.
- Any deviation from such programs requires the approval of the DSB Administrator.
- All records will be established and maintained in accordance with this policy and DSB Policy V-5.

ANNUAL REPORTS

- At the end of each year, the DSB Deputy Administrator will submit an annual report to the DSB Administrator and the Accreditation Coordinator.

- This report will include statistical information summarizing the number of training activities, specific curriculum covered, participants and a narrative outlining program plan/goals for the upcoming year.

TRAINING REQUIREMENTS FOR DETENTION CENTER EMPLOYEES
NEW FULL-TIME PERMANENT AND TEMPORARY EMPLOYEES

- All new full-time permanent and temporary employees of the Detention Services Bureau will complete the Pre-Service/Qualification Training in accordance with the DSB Policy V-5 of DSB Policy and Procedure Manual.

DETENTION OFFICERS AND PROBATION COUNSELORS

- All Detention Officers and Probation Counselors within the Detention Services Bureau will be required to complete forty (40) hours of annual in-service training as assigned by the DSB Detention Manager.
- All Detention Officers and Probation Counselors within the Detention Services Bureau will be required to complete forty (40) hours of annual in-service training during each subsequent year of employment.

CLERICAL/SUPPORT EMPLOYEES WITH MINIMUM DETAINEE CONTACT

- In addition to the Pre-Service Orientation, support personnel with minimum detainee contact will receive sixteen (16) hours of on-the-job training.
- Support personnel with minimum detainee contact will receive sixteen hours of training during each subsequent year of employment.

SUPPORT PERSONNEL WITH DAILY DETAINEE CONTACT

- In addition to the Pre-Service Orientation, support personnel who have daily contact with detainees will receive an additional forty (40) hours of training during their first year of employment. This training can be a combination of class and on-the-job training.
- Support personnel will also receive at least twenty (20) hours of training during each subsequent year of employment. Training for this group should include instruction designed to improve the employee's ability to understand the effectively manage detainee behavior.

ADMINISTRATIVE AND MANAGERIAL PERSONNEL

- In addition to Pre-Service Orientation, administrative and managerial personnel will receive an additional forty (40) hours of training during their first year of employment. This training can be a combination of class and on-the-job training. Employees in this category will complete a minimum of forty (40) hours of training during each subsequent year of employment.

PROFESSIONAL SPECIALIST EMPLOYEES

- In addition to Pre-Service Orientation for those who have juvenile contact and must receive one hundred and twenty hours (120) hours of training during their first year of employment, professional specialist employees will receive an additional forty (40) hours of training during their first year of employment. This training can be a combination of class and on-the-job training. Employees in this category will complete a minimum of forty (40) hours of training during each subsequent year of employment.

- Training will include the following topics:
  - Security Procedures
  - Supervision of Juveniles
  - Signs of Suicide Risks
  - Suicide Precautions
  - Use of Force Regulations and Tactics
  - Report Writing
  - Juvenile Rules and Regulations
  - Rights and Responsibilities of Juveniles
  - Fire and Emergency Procedures
  - Key Control
  - Interpersonal Relations
  - Social/Cultural Lifestyles of the Juvenile Population
  - Communication Skills
  - First Aid
  - Counseling Techniques

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	Policy #VI-1 Review: June **SECURITY, CONTROL, AND CRISIS SITUATIONS/WORK STOPPAGE**
Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by***: Signatures on file in Administrator's Office***	Related Standards: ACA Standards: 3-JDF-3B-11

SUBJECT: STANDARDS – SECURITY, CONTROL AND CRISIS SITUATIONS

I. PURPOSE

To provide security for the Memphis and Shelby County Community, to provide for the welfare, safety and security of those detainees held at the Detention Center for future disposition and describe procedures to follow in the event of an organized employee job action.

II. POLICY

Detention Services Bureau personnel must maintain control, be awake and alert and ready for any disruption of the regular security of the facility at all times. In the event of an organized employee job action such as a work stoppage, the security of the facility shall fall upon the Administration of the facility and the Juvenile Court of the Memphis and Shelby County.

III. PROCEDURES

The following Security and Crisis Situation Standards will aid the Detention Services Bureau personnel in dealing confidently with any incident, which may occur.

1. Detention Services Bureau personnel must maintain control at all times. The employee who gets excited during a crisis situation could panic the detainees, which poses a threat to the basic purpose of the position.
2. In the event of crisis situations, policies governing these issues shall be followed. Those policies include but are not limited to Detention Services Bureau Policy VI-6, DSB Policy VI-7, DSB Policy VI-8, DSB Policy VI-9, and DSB Policy VI-1.

WORK STOPPAGE

The Work Stoppage Policy and Procedure is on file in the Detention Services Bureau Administrator Office as well as the Chief Administrative Officer of the Juvenile Court of Memphis and Shelby County.

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	Policy # VI-1-A Review: June **WORK STOPPAGE**
Chapter: Security Rules and Regulations Reviewed: January 15, 2013 **Reviewed by: *Signature on file in Administrator's Office***	Related Standards: ACA Standard 3-JDF-3B-11

SUBJECT: STANDARDS – SECURITY, CONTROL AND CRISIS SITUATIONS/WORK STOPPAGE

This Policy is Confidential and kept on file in the Administrators Office.

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	Policy # Section VI-2 Review: June **SECURITY AND CONTROL MANUALS**
Chapter: Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: None

SUBJECT: SECURITY AND CONTROL MANUALS

I. PURPOSE

To establish procedures for provision of a manual containing all the procedures for the Center's security and control and detailed instructions for implementing these procedures. This manual will be available to all staff. Updates and revisions to this manual will be distributed when completed. It is the responsibility of the Department Manager to ensure
all department manuals are updated.

II. POLICY

There shall be a Policy and Procedure Manual located in each Control booth of the detention center so it is readily available to all staff involved in security and control. This manual shall be reviewed at least annually and updated as necessary.

III. PROCEDURES

The following procedures and instructions shall be contained in the Policy and Procedure Manual:

- Area Inspections
- Detainee Counts
- Tool and Equipment Control
- Emergency Procedures
- Activities and Recreation
- Rules and Discipline
- Contraband
- Key Control
- Programs
- Detention Rules
- Other

The Policy and Procedure Manual shall contain information appropriate for the area of department and shall be located in:

- All Control Booths,
- Office of Administrator,
- Deputy Administrator,
- Detention Manager, and
- Administrative Services
- Other Departments' Manuals shall contain specific information relevant to that department and other information necessary to ensure security and control for that area.

The Lead Detention Officer for the particular shift will be responsible for the copies of the Policy and Procedure Manual for their shift and the Lead Detention Officer will ensure that all assigned staff initially review the manual and sign the review form. The Shift Supervisor will ensure that the manuals are centrally located on the shift and that all unit staff has access to them.

All Shift Supervisors will be required to ensure that the manuals are readily available to all staff assigned to their area. All staff will be required to review the manual for their area.

Shift Supervisors will ensure that the manuals for their areas or departments are available for assigned staff to review, refer to, will ensure that review forms are signed, and that regular reviews are scheduled.

The Detention Administrator and Deputy Administrator and/or designee will review Policy and Procedure Manuals at least annually and will be updated as necessary.

	Policy # VI-3
	Review: June
	PERSONAL PROPERTY INVENTORY
Chapter: Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards:3-JDF-1B-8; 10; 11; 19

SUBJECT: PERSONAL PROPERTY INVENTORY

I. PURPOSE

The purpose of collecting and inventorying all detainee personal property upon admittance to the facility is for the safety of staff and detainees. By completing a detailed Property Receipt, JC-261 and having each detainee sign, all property may be accounted for and safely and securely stored.

II. POLICY

All juveniles entering the Memphis and Shelby County Juvenile Court Detention Center will have all personal property collected and inventoried. All detainees shall be thoroughly searched and shall not be permitted to retain personal property of any kind on their person. The property will be collected as outlined in Procedures.

III. PROCEDURES

A. Property Collection

1. All personal property removed from a detainee with the exception of any clothing they are wearing, shall be inventoried and listed in the JCS32 property screen and placed in a clear property bag and secured with a numbered-zip tie. The numbered zip tie is noted in the JCS32 property screen. The sealed, clear property bag is placed on the property cart in the Central Detention Control area pending either r the release of the child or his/her detention. Property Receipt, JC-261, shall be prepared and included in the Juvenile Record.
2. In the event the child is detained and moved to a detention unit, the sealed, clear property bag shall accompany that child to the appropriate unit and stored in the detention unit's secure property room in a numbered, secured locker.
3. Clothing shall be inventoried by the detention unit personnel assigned to admission on that unit for that day. The clothing inventory shall be documented in JCS32 prior to being placed in the previously assigned numbered, secured locker in the detention unit property room.
4. Detainees shall then be showered, issued Detention Center clothing, and assigned to a room on the appropriate detention unit. If a detainee is removed from the Detention Center for any reason, he/she shall again be searched before being returned to the detention unit area pursuant to Detention Services Bureau Policy and Procedure, VI-4, Searches and Contraband Control.

5. Any detainee with prescription eyeglasses or contacts will have an envelope with their name and room number on it in the Control Booth on the respective detention unit. When the detainee is not using their eyeglasses, the eyeglasses shall be stored in the envelope. Contact lenses will be handled in the same manner as eyeglasses buy the contacts will be stored in the contact cases provided and then placed in the envelope.
6. When a detainee has been committed to the custody of the Department of Children's Services (DCS), the detainee's personal effects will accompany him/her upon release to the assigned DCS case manager.

Note: Precautions should be taken to see that all medication is forwarded with the youth upon release pursuant to Detention Services Bureau Policy and Procedure, VIII-7, Releases.

B. Receipt of Money:

1. All money twenty-five dollars ($25.00) and above will be deposited in the overnight safe and will be sent to the Juvenile Court Clerk's office for storage until claimed by the proper party.
2. A numbered Juvenile Court Receipt will be completed, in full, noting the date, amount of money, the detainee's name, and the social file number. Two (2) staff members will sign the receipt.
3. A court Clerk's balance sheet, JC-230, will be completed. The JC-230 will indicate the denomination quality, date, and total amount of money. Two (2) staff members will initial the JC-230.
4. The cash envelope will be stamped with the appropriate stamp indicating the date, the detainee's name, the social file number, the charge(s), the amount of money, both officer's names who counted the money, and the receipt number. The JC-230 and the money will be placed in the envelope. The envelope will be sealed with tape and stapled and will be placed in the safe.
5. All money under twenty-five dollars ($25.00) will be verified using the JC-230. The money will be placed in the detainee's sealed, clear property bag and stored with the detainee's property in a locked, numbered locker that has been assigned and documented in JCS32.

C. Return of Property:

When a detainee has been approved for release, all property will be returned in the following manner:

1. The detainee shall collect all court issued property from his/her room and the releasing Detention Officer will inspect the detainee's room for any damage and report as required.
2. The detainee shall change into his/her own clothing.
3. Prescription medication shall be given to the releasing Probation Counselor B in Central Detention Control to be released to the detainee's parent, guardian or other authorized person to whom the detainee is being discharged.
4. The detainee will check all returned property and sign the Property Sheets, JC-261, prior to being released.
5. Property Sheets, JC-261 shall be retained for a period of not less than (30) thirty- days after the detainee has been released.

In the event the youth has not been detained and is released directly from the Central Detention Control area, the property shall be retrieved from the property cart and released in the same manner as outlined above.

D. Reporting

1. Reports of all monies collected and disbursed in collaboration with the Juvenile Court Clerk shall be collated annually in collaboration with the Clerk and distributed to both the Juvenile Court Clerk and the Juvenile Court of Memphis and Shelby County.

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	Policy # VI-4 Review: June **SEARCHES AND CONTRABAND CONTROL**
Chapter: Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: TCI Minimum Standards for Juvenile Detention 1400-3-.7 ACA Standards: 3-JDF-3A-21, 3-JDF 3A-31

SUBJECT: SECURITY RULES AND REGULATIONS

I. PURPOSE

To ensure the order, security and safety of all detainees and staff at the facility.

II. DEFINITIONS

Contraband: Any item not issued by the facility, or authorized by the administration, an unauthorized amount of a permitted item, or any permitted item converted to something other than its original purpose.

Search: A thorough physical examination of a specific person, property (including all baggage, bags or any other property in possession at entry) or area.

Frisk or Pat-Down: A detailed non-intimate search that consists of a head-to-toe search and the removal of some clothing items such as shoes and socks.

Strip Search: Search that requires a detainee to remove clothing and/or intimate apparel.

Body Cavity Search: An intimate examination of a detainee that can only be conducted by medical personnel.

III. POLICY

Detention center personnel shall conduct searches to maintain the safety and security of the facility and operations. Searches shall be conducted in a professional manner as to avoid harassment, indignity, embarrassment, and unnecessary force.

NOTE: A hurriedly taken search is actually worse than no search at all.

IV. PROCEDURES

1. All juveniles will be read the ***Statement of Search*** and then frisk searched using the hand held metal detector upon exiting the elevator in CDC by the admitting Probation Counselor B. Without exception, before beginning the search, staff will put on latex examination gloves to help guard against disease transmission. An officer of either sex may conduct a frisk search utilizing the hand held metal detector. If any contact must be made during the search only an officer of the same sex will be allowed to make physical contact with a detainee during the search.

2. All detainees brought to CDC will be searched by the property Intake Officer or a Probation Counselor B in the absence of the Intake Officer, prior to being placed into a holding room. All personal property will be documented as outlined in policy VI-3 of the DSB manual.
3. Every detainee will be strip searched when they are admitted to the appropriate detention unit at the time when they are issued court clothing. All personal clothing will be documented as outlined in policy VI-3 of the DSB manual.
4. There are times when it is necessary to search the detention rooms and other areas of detention for contraband. Searches should be done slowly and thoroughly.
5. When group strip searches are performed, it must be accomplished in such a manner that detainees cannot transfer contraband. It may be more practical to remove the detainee on an individual basis and make the search.
6. Whenever conducting a search and drugs or a weapon are discovered the arresting officer must be notified if they are still on the premises or contact the Memphis Police Department immediately to turn the contraband over and have additional charges filed.
7. Articles that would be considered contraband if taken into the detention center, shall be placed in an envelope and forwarded to the Detention Manager. The following procedure is to be followed when contraband is confiscated or found.
   a. Place the substance in an envelope and seal it.
   b. On the front of the envelope in the upper left corner, indicate the Officer's name, date, time, and location that the contraband was found (on the detainee, in the room, etc.).
   c. On the front lower right corner, indicate the detainee's name and the items enclosed.
   d. On the back of the sealed envelope, place the Officer's initials and the time directly across the seal so that the initials cross both the flaps and the lower part of the envelope.

Stanley 02/04/81 8:30 a.m. Prep. Room Joe Smith Roach Clip Mat. Marij. Cig.

(Figure 2-1)

   e. Then, place a strip of tape over the entire seal, from one side of the envelope to the other.
   f. This evidence or items should then be forwarded to Central Detention Control (CDC). In the case of drugs, an additional charge of possession of controlled substance shall be placed against the youth.
   g. CDC will forward all confiscated articles to the Detention Manager. Drugs may be forwarded to the Police Lab for analysis, at the request of

the Probation Officer or the Police.

h. The Detention Manager will destroy all confiscated contraband not returned to the youth, youth's parents, or forwarded to other authorities, after sixty-days.

SEARCH OF A DETAINEE:

Searches of detainees are only conducted for specific purposes and are conducted in such a way as to avoid embarrassment or indignity to the detainee. The detainee shall be separated from the population for privacy and to assure that contraband is not transferred. Procedures are as follows:

HAND WAND SEARCH PROCEDURES

1. Preparation:
   a. Ensure unit is tested before scanning a person. To test the unit, move it over a metal object on your person (e.g., watch, jewelry, pen or other metal object). You should hear a different tone when it is moved over a metal object.
   b. When scanning a person, scanner should be held ½ inch away from area being scanned.
2. Procedure:
   a. Have detainee remove all objects from pockets; put them where the detainee can't reach them.
   b. Have detainee remove shoes and socks
   c. Have detainee stand facing you with arms extended out to their sides
   d. Move hand scanning unit over person's head
   e. Move hand scanning unit across person's arms
   f. Move hand scanning unit up and down the front of his/her chest
   g. Move hand-scanning unit up and down person's legs and feet, having them lift the foot. NOTE: Make sure when you do the legs to go between the legs up to the groin area.
   h. Have person turn around so their back is facing you with arms extended outward
   i. Move hand scanning unit across back of person's arms
   j. Move hand scanning unit up and down the person's back and buttocks
   k. Move hand scanning unit up and down the person's legs
   l. When the hand scanner locates an object that is concealed on a person, the person shall be required to remove (if possible) or reveal the object in question

FRISK SEARCH PROCEDURES

1. Preparation:
   a. Request that the detainee surrender any contraband he/she may have
   b. Have the detainee face the wall and place his/her palms on the wall in a leaning position.
2. Procedure:
   a. Check detainee's hands, opening fingers and rotating wrist with arms extended
   b. Check contents of shirt pockets and pants pockets. Leave them pulled out, if possible, until the search is complete

c. Run fingers around shirt collar and check ears, hair, any cast, or bandages that may be present
d. Check detainee's nose
e. Have detainee open his/her mouth and check under tongue, between lip and gums and behind teeth
f. Pat-down both arms from shoulder to hand, including under armpits
g. Pat-down upper body torso front and back, to include between clothing and flesh between belt and pants and belt and belt buckle
h. Pat-down from waist to ankles outside clothing, including buttocks, outside and inside of legs and crotch. Check cuffs and seams, especially
i. Have detainee remove shoes and socks, turn socks inside out
j. Check ankles, feet bottoms, and between toes.

In the event there is compelling evidence that a detainee has some contraband, but it was not located with the frisk or pat down, they may proceed with a strip search. In the event further search is indicated in the way of a body cavity search, the officer must contact the Shift Supervisor, who may determine that a body cavity search is needed. The Shift Supervisor shall secure authorization from the Detention Manager or designee to refer the detainee to the appropriate medical personnel. All body cavity searches will be referred to the Regional Medical Center.

SEARCH OF A ROOM:

1 . Any Officer may conduct a room search at any time.
2. When searching a room, you must first make sure that the detainee is secure and will not be able to harm you. It is best to have more than one Officer present, especially if contraband is expected to be found. When searching the room, be sure to utilize a flashlight and mirror.
3. Check under the mattress and pillow by removing them from the bunk. Turn them over to make sure nothing is under them.
4. Check both the mattress and pillow for tears or rips. Feel for objects inside the mattress or pillow cover.
5. Shake out the blanket and sheet.
6. Check under the toilet/sink (utilize the mirror/flashlight combination) and look inside the toilet bowl.
7. Check in the vents in the door and in the wall above the door.
8. Check the light fixture and sprinkler (look closely for damage).
9. Check the mirror. Make sure nothing has been jammed behind it.
10. Check the window ledge if the room is so equipped.
11. Check behind the support pole if one is present.

MANDATORY SEARCH REQUIREMENTS:

The below listed situations require that the detainee be searched whenever they occur with no exceptions:

1. Detainee entering CDC from the Sallyport
2. Detainee entering Boy's/Girl's Detention Unit for admission to the facility
3. After every Court appearance prior to being permitted back onto the Detention Unit
4. After every visit with the probation counselor, medical personnel therapist, attorney, etc…
5. After visitation prior to being permitted back onto the Detention Unit
6. Anytime the detainee has left the secure facility for any reason (ex. Hospital/Doctor visit, returning from another facility)

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	Policy # Section VI-5 Review: June **DETAINEE DELINQUENT CHARGES WHILE IN DETENTION/ DAMAGE REPORT AND REPAIR**
Chapter: Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDf-3C-09

SUBJECT: DETAINEE DELINQUENT CHARGES WHILE IN DETENTION/ DAMAGE REPORT AND REPAIR

I. PURPOSE:

T o establish a clear concise procedure to follow whenever a detainee commits a delinquent act while detained in the Detention Center.

II. POLICY

It is the responsibility of all staff assigned to the Detention Services Bureau to document any and all delinquent behavior of detainee's or conduct that results in disruption of normal department routine, damage to any Court property or injury to other detainee's or staff while being detained in the Detention Center.

III. PROCEDURE

DETAINEE DISCIPLINARY REPORT JC-142C

Anytime a detainee's conduct results in the completion of a Detainee Disciplinary Report (JC-142C) the original will be sent to the Department Administrator via the chain of command. A copy of the JC-142C will be placed in the detainee's file in detention and the Department Administrator or designee will send a copy to the assigned caseworker.

Note: Any specific threats made by a detainee towards any staff member will be documented and brought to the attention of the Supervisor immediately.

DETAINEE DELINQUENT CHARGES WHILE IN DETENTION

Anytime a detainee behavior results in an injury to other detainee's or court staff or significant damage to court property then delinquent charges will be added to the detainee by the Administrator of the Detention Services Bureau or his designee. The following procedure will be followed:

1. Detention Officers on duty who witness the incident will complete Incident Statement (JC-142B) and Detainee Disciplinary Report (JC-142C) and submit to the Shift Supervisor.
2. The on duty Shift Supervisor will complete an Incident Report (JC-142) and submit the original packet to the Administrator of Detention Services Bureau or designee.
3. The Administrator of Detention Services Bureau or designee will review charges and if appropriate attach a summary sheet to the packet and have

a new complaint entered into the JCS32 system and a complete packet forwarded to the Chief Probation Officer for assignment and disposition.

DAMAGE REPORT AND REPAIR

It shall be the responsibility of the Detention Services Bureau Administrator or designee to see that any damage done by detainees in the Detention Center is immediately reported to a maintenance engineer and repaired.

If a Detention Officer discovers any damage to the building (including scratches, writing, or drawing on the walls), to the furnishings, or to the equipment, the Detention Officer shall immediately report such damage to the Shift Supervisor on duty in his area.

The Shift Supervisor shall prepare a Damage Report, JC-106, in triplicate and shall present the forms to the Detention Center Manager who shall promptly notify Administrative Services who shall promptly inspect the damage, estimate, and record the cost of repairs, and proceed with the necessary repair work, consulting the Director of Administrative Services as necessary.

The Detention Center Manager shall retain one copy of the JC-106, and the maintenance engineer shall retain one copy. The original shall be forwarded promptly to the Clerk of Court who shall notify the parents or guardian of the detainee who is responsible for the damage and to accept payment in compensation for the necessary repairs. The Clerk of Court shall complete the lower section of the JC-106 and file the report.

If a parent or guardian is financially unable to make complete restitution prior to the release of the detainee, the Clerk of Court is authorized to make arrangements with the parent or guardian for payment at a later date.

	Policy # VI-6 Review: June **EMERGENCY EVACUATION PLAN**
Chapter: **Security Rules and Regulations** *Reviewed: January 15, 2013* Reviewed by: ***Signatures on file in Administrator's Office***	Related Standards: TCI Minimum Standards for Juvenile Detention: 1400-3-.05ACA Standards: 3-JDF-3B-11, 12

SUBJECT: SECURITY RULES AND REGULATIONS

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	Policy # Section VI-7 Review: June **BOMB THREATS**
Chapter: Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: None

SUBJECT: BOMB THREAT

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	Policy # VI-8 Review: June
	Control Of Hazardous Material (Flammable, Toxic and Caustic Materials)
Chapter: **Security Rules and Regulations** *Revised: January 15, 2013* **Reviewed by:** ***Signatures on file in Administrator's Office***	Related Standards: 3-JDF-3B-04; 05

SUBJECT: Control of Hazardous Material

I. PURPOSE

To describe procedures required for the control and use of hazardous materials, such as flammables, toxics and caustic materials.

II. DEFINITIONS:

Caustic- Substances that can destroy or eat away by chemical reaction (e.g., lye, caustic soda, sulfuric acid). A material able to burn or corrode body tissue or objects by chemical action.

Fire and Safety Inspector - An Employee(s) designated by the Detention Services Bureau Administrator who has completed the required certification and training.

Flammable Material- A substance with a flash point below 100 degrees F. (37.8 degrees C.) classified by flash point as Class I liquid. Any liquid, gas or solid, which will ignite easily and burn rapidly.

Hazardous Material - any liquid, powder, gas, or crystallized substance which has the potential to alter mind processes, physical sensation, or to cause injury or death either directly or indirectly.

Toxic- Substances that through chemical reaction or mixture can produce possible injury or harm to the body by entering through the skin, digestive tract, or respiratory tract (e.g., zinc, chromed paint, ammonia, chlorine, antifreeze, herbicides, and pesticides). Substances, which can be poisonous, if inhaled, swallowed, injected, or absorbed into the body.

III. POLICY

It is the policy of the Detention Services Bureau to enact controls on all flammable, toxic, and caustic materials to ensure the safe operation of the facility.

IV. PROCEDURES

The Administrator of the Detention Services Bureau will designate a person or persons as Fire Safety Inspector(s).

PROCUREMENT OF HAZARDOUS MATERIAL

Employees will make every effort to replace hazardous materials with products less likely to cause accidental harm or be abused or misused in a detention setting. Employees involved in the purchase or use of the following products will exercise special care:

- Gasoline
- Insecticides
- Lye
- Anti-Freeze
- Caustic Acids
- Yeast
- Explosive
- Cleaning Fluids
- Pharmaceuticals
- Paint and Paint Thinners
- Flammable Materials (With a flash point below 100 degrees F.)
- Poisonous Substances
- Sanitation Chemicals

PROPER LABELING AND INVENTORY

All containers of hazardous chemicals entering the workplace from suppliers must be properly labeled with the identity of the hazardous chemical, appropriate hazard warnings, and the name and address of the manufacturer or distributor.

FIRE AND SAFETY INSPECTOR

1. The Fire Safety Inspector(s) will:
    a. Maintain control and accountability of all flammable, toxic or caustic materials used throughout the Detention Center;
    b. Upon receipt of delivery and completion of the inventory, the Fire and Safety Inspector(s) will store all hazardous materials in the secure Hazardous Material Cabinet in the secure environment closet;
    c. All items stored in the secured Hazardous Material Cabinet will be inventoried monthly on the Monthly Hazardous Material Inventory Log.
    d. Access to the secure Hazardous Material Cabinet will be controlled by the Shift Supervisor and the Fire and Safety Inspector(s).
    e. All personnel taking items from the secure Hazardous Material Cabinet will be required to check them out on the inventory control log located inside the secure cabinet.
2. The Fire Safety Inspector(s) will inspect all storage areas on a monthly basis for the proper storage and control of flammable, toxic or caustic materials. Deficiencies will be reported to the Administrator of the Detention Services Bureau.
3. The issuance of flammable, toxic, or caustic materials will be restricted to authorized medical, food service personnel, approved detention center staff, and the Fire Safety Inspector(s).

MATERIAL SAFETY DATA SHEET (MSDS)

The Fire Safety Inspector(s) will require that suppliers and/or manufacturers of all hazardous materials purchased by the facility provide Material Safety Data Sheets for such materials before those materials are accepted.

The Fire Safety Inspector(s) will request Material Safety Data Sheets (MSDS) from all suppliers and/or manufacturers of hazardous materials found on the premises, which do not have current MSDS available. All hazardous materials for which MSDS are not available, and cannot be obtained, will be removed from the premises and their use terminated. Substitute products for which MSDS are available will be used.

Copies of each MSDS will be kept in the Environmental Closet, on all detail carts and in any areas where these items are used. All personnel will be kept informed of the locations of MSDS, and will be encouraged and provided the opportunity to frequently review MSDS relating to the materials they routinely handle and/or are exposed to. All utility closets of the facility where hazardous materials are stored contain MSDS.

HAZARDOUS MATERIAL CONTROL

The following procedures shall be observed when using hazardous materials in the facility:

- Materials shall remain under constant staff control and supervision.
- Where indicated, proper protective equipment, e.g., rubber gloves and eye protection, will be used.

The materials will be properly stored at all times, as follows:

- Flammables will be stored in the secure Hazardous Material Cabinet, under Shift Supervisor access control.
- All materials shall be stored in locked and ventilated storage rooms not accessible to detainees.
- Paint or solvent rags shall be kept in the Maintenance Department under the supervision of the Facilities Maintenance Manager.
- All materials shall be stored away from food items.
- Materials shall be stored away from exposure to water, sunlight, heat, flame, or sparks.
- Empty containers shall be destroyed or disposed of according to container labels.
- Any incidents, e.g., missing materials, injuries, spills, etc., of hazardous materials shall be reported immediately to the Director of Administrative Services/designee and the Fire Safety Inspector(s) by way of the Incident Reporting Process.
- Each storage area contains a toxic/caustic or flammable dispensing and inventory log. Each log is equipped with a MSDS for the material to be stored or issued. These logs are checked at least monthly by the Fire/Safety Inspector(s), for discrepancies and actions taken, as needed, to comply with this policy.

- No toxic, caustic, or flammable substances are issued to a detainee unless the logbook is completed and the detainee is under constant supervision by qualified staff person and proper safety equipment is used.

DETAINEE CONTACT WITH HAZARDOUS MATERIAL

Should the detainee come in contact with any toxic, caustic, or flammable material in any way that could harm, i.e., ingestion, eye, skin contact, or vapors inhaled the following procedure should be observed:

- Notify the Shift Supervisor on duty.
- The Shift Supervisor will contact the Health Authority and the Poison Control Center (901/528-6048).
- Follow emergency medical treatment guidelines or directions given by Poison Control personnel or the Health Authority.

EMPLOYEE TRAINING/PERSONAL RESPONSIBILITY

All employees must be trained if they use hazardous materials and or hazardous chemicals in the workplace. Upon initial Pre-Service Orientation, employees shall be advised and trained by the Fire Safety Inspector(s) or other appropriate/qualified instructor in the control of hazardous materials.

This training shall include:

- Explanations of what hazardous materials are.
- Physical and health hazards of the chemicals in the work place.
- Measures employees can take to protect themselves from these hazards.
- Explanation of Materials Safety Data Sheets (MSDS).
- Explanation of container labeling requirements.
- Identity of workplace operations where hazardous materials are present.
- Details of the availability of the MSDS inventory.

It is the responsibility of each employee using any hazardous substances to follow all necessary safety precautions. Wear personal protective equipment when necessary and report all hazardous spills as previously indicated. The protection of life, property and the environment depend on it.

Follow-up training for all employees is required any time the hazards within the facility change and or it is determined that a regular review should be conducted.

	Policy # VI-9
	Review: June
	Escapes/Threats to Security
Chapter: Chapter: Security Rules and Regulations Reviewed: January 15,2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-3B-13, 3-JDF-3A-18

SUBJECT: ESCAPES/THREATS TO SECURITY

I. PURPOSE

In order to provide procedures in the event of an escape/loss of custody of a detainee(s) from the Detention Center.

II. POLICY

It is the policy of Detention Services Bureau that detention personnel will exert every effort to prevent escapes from the facility. If an escape does occur, the facility shall take immediate steps to locate and recover the detainee(s), including notification of law enforcement agencies and the appropriate administrative personnel as outlined in the reporting procedure of this policy.

III. PROCEDURES

DIRECT STAFF RESPONSIBILITIES (NOTIFICATION)

Should an escape become known to (or suspected by) any staff person, the following steps will be taken:

- The person becoming aware of the escape will notify the CDC Supervisor.
- Upon receiving notification, the CDC Supervisor will advise the DSB Manager of the situation.
- After conferring with the DSB Manager, the CDC Supervisor will contact local law enforcement if appropriate.
- Upon receiving notification of the possibility of an escape (or suspected escape), the DSB Manager will notify the DSB Deputy Administrator.
- The DSB Deputy Administrator will notify the DSB Administrator.
- The DSB Administrator will ensure the notification of appropriate Administrative personnel within the Juvenile Court of Memphis and Shelby County.
- While notifying these staff and agencies, CDC Supervisor should provide as much information as possible concerning the actual or suspected escape.

RESPONSIBILITY OF EMPLOYEE WHO DISCOVERS OR SUSPECTS AN ESCAPE/ ATTEMPTED ESCAPE

- Notify the CDC Supervisor or, if the CDC Supervisor is not immediately available, Central Detention Control Booth Operator.
- Immediately lock-down all detainees and secure the area where the escape occurred.

- Immediately conduct a formal count to determine who has escaped and how many.
- Notify the CDC Supervisor to confirm the formal count.
- Await further instruction while maintaining the normal security posture of the post.

RESPONSIBILITY OF CDC SUPERVISOR ON DUTY

- Upon being notified of an escape (suspected escape), will order an immediate lock down of the facility and request an outside perimeter search from the Bailiff's office.
- All programs/activities will be immediately terminated. All detainees will be secured in the most secure area available to prevent the possibility of further escape attempts. (Preferably their assigned housing unit and room.)
- Central Detention Control will be notified that the facility is on lock-down and that no one is allowed in or out of the facility without proper authorization.
- A formal count will be immediately instituted to determine who has escaped and how many. Pictures and any additional information about the escape(s) will be supplied to all law enforcement agencies.

Facility staff members will be available to assist local law enforcement personnel in the search (at their request) and with the approval of the DSB Manager. No staff member who assists in the apprehension of an escapee will use force, except such force as necessary to apprehend, or in self-defense. Physical force shall be employed only as a last resort, and shall never be employed as punishment or with intent to inflict injury as per the DSB Policy VI-16 "Use of Force".

TERMINITATION OF THE SITUATION

Upon termination of the situation, the following will be done:

- Maintain the facility on lock-down status until the DSB Manager/designee determines that the situation has returned to normal.
- The DSB Deputy Administrator will complete a full investigation of the incident to determine the cause and to examine ways to protect against a future occurrence.
  The DSB Administrator will notify the appropriate Juvenile Court Administrators.
- The DSB Administrator will complete a report for the Juvenile Court of Memphis and Shelby County Judge and Administration.
- Provide a medical examination and/or treatment for each apprehended escapee.
- The apprehended detainees will also be thoroughly searched for contraband.
- Apprehended escapee(s) will be housed on the Boy's Detention Southside on Closed Status until an investigation has been completed.
- All staff members involved in the escape (or suspected escape) will fill out an Incident Statement JC-142b and turn it in to the DSB Manager prior to leaving the facility. The Incident Statement should be completed in accordance with the DSB Policy Incident Reporting VII-3.

At the direction of the DSB Manager, contact all law enforcement agencies, and the relevant news media, and inform them that the escapee(s) have been apprehended.

The DSB Administrator, DSB Deputy Administrator and the DSB Manager of will review all incident reports. A follow-up meeting will be held with all personnel involved in the incident to analyze and process the escape and staff response. Staff members will be asked to provide recommendations of how to prevent a similar incident in the future.

The DSB Administrator, DSB Deputy Administrator and the DSB Manager will meet with Juvenile Court Administration to review the incident to determine whether changes should be made in policies and procedures to increase security measures at the facility. If reports indicate negligence on the part of staff, appropriate action will be taken to discipline the staff member(s) involved.

LOSS OF CUSTODY WHILE UNDER ESCORT OF DETENTION CENTER PERSONNEL (OFF-SITE DISAPPEARANCE)

- If a detainee(s) escapes from staff while under escort outside the facility, the transporting/escorting officer will immediately notify the law enforcement authority in the jurisdiction where the escape occurred.
- The officer will provide information to law enforcement to include detainees name, description, clothing, special circumstances (if applicable) and location where the detainee(s) was last seen.
- The officer will notify the CDC Supervisor of the detainee(s) disappearance, including any information pertinent to the escape.
- The CDC Supervisor should communicate with the appropriate administrator/manager as indicated in the "Responsibility of CDC Supervisor On Duty" section in this policy.
- The officer(s) will return to the facility as directed by the CDC Supervisor and immediately complete an Incident Report.
- Upon apprehension of escape(s), arrangements will be coordinated with local law enforcement agency to transport escapee(s) back to the facility.

RELEASING ERRORS

- In the event an error by releasing staff results in the wrongful release of a detainee held in the facility, the CDC Supervisor and the DSB Manager should be notified as soon as the error is discovered. The CDC Supervisor will determine the cause of the error and report his findings to the DSB Manager/designee as soon as possible.
- The DSB Manager/designee or the CDC Supervisor shall notify the local law enforcement (if needed) for assistance in regaining custody of the detainee.
- If the release error was solely staff negligence, the detainee will not be held accountable. However if it is found that the detainee assisted in causing this to happen in any way, he/she will be handled as the Juvenile Court deems appropriate.

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	Policy #VI- 10 Review: June **RIOT PLAN**
Chapter: Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-3B-11

SUBJECT: RIOT PLAN

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	Policy # VI-11 Review: June **Hostage Plan**
Chapter: Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-3A-18 & 3-JDF-3B-11

SUBJECT: HOSTAGE PLAN

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	Policy # VI-12
	Review: June
	DOOR POLICY
Chapter: Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: None

SUBJECT: DOOR POLICY

1 Security doors will be locked at all times except when used for admission or exit of employees, detained juveniles or authorized visitors. Doors to vacant units, unoccupied areas, and storage units will be locked when not in use. Security doors are to be tested for vulnerability after being secured.

2. When opening a detainee's door, always look through the window first to determine the location and identify the attitude of the detainee. If the room is dark, turn on a light or use a flashlight to establish the location of the detainee. The monitor should keep his/her foot against the bottom of the door to prevent the door from striking him/her should the door be kicked or shoved by the detainee. The officer should not open the door when alone unless the detainee is removed from the near vicinity of the door.

3. At no time will a detainee be removed from their room on the pretense of causing a disturbance. If the detainee is kicking his/her door and screaming, he/she should be monitored every fifteen (15) minutes. As long as the detainee is not causing harm to him/herself, he/she will remain in his/her room. The Shift Supervisor will be notified of this incident and an Incident Report (JC-142) will be completed and filed. If the detainee is a threat to harm him/herself or is damaging the Court's property, the Shift Supervisor will make the decision as to removing the detainee from the room and/or applying restraints to the detainee. At no time should a monitor try to move a detainee from their room without assistance.

4. All doors leading from the detention dayrooms to the outside hallways will remain locked at all times. It is strictly forbidden to prop these doors open.

5. The doors leading to the property rooms and the showers in the dress-out rooms will remain locked when not in use. These doors can only remain unlocked when a monitor is present. No detainee will be allowed in the property rooms except when escorted by a officer to clean the room, set up for showers or to put away clean laundry. All property lockers shall remain locked except when a detainee is being admitted or released.

6. The doors to the control booths should remain locked when an officer is not present. The door to the North control booth in boys' detention should remain locked at all times. This door should not be propped open for any reason.

7. The security doors in the hallways in boys' detention that lead from the North side to the South side should remain locked at all times. These doors should not be propped open for any reason. Detainees should be escorted from one dayroom to another and should not be allowed in this hallway unescorted.

8. The doorways connecting the East and West dayrooms should remain closed and locked at all times. These doors should not be propped open for any reason.

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	Policy # VI-13 Review: June **KEY CONTROL**
Chapter: Chapter: Security Rules and Regulations Revised: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-3A-22

SUBJECT: KEY CONTROL

I. PURPOSE

To ensure the safety of the detainees, staff, Detention Center and to provide a fast and effective procedure for issuing and accounting of Detention Center keys.

II. POLICY

To maintain the security of the Detention Center, all keys necessary to the operation of the Detention Center shall be issued and maintained from the electronic key control box. Under no circumstance will a detainee be permitted to handle security or any other keys used at the Detention Center.

Information: Key sets are in groups that are often used together. Keys are not to be removed from key rings unless authorized by a supervisor or above. The Detention Services Bureau Manager must authorize any permanent changes in key rings. Each key set contains keys on a sealed serial numbered key ring and a tag, which identifies the primary use of the keys included on that ring.

Employees who check out a set of keys are responsible for all the keys on that set until they are finished using them and have confirmed their return to the electronic key control. All employees are identified through the electronic key control system as to which keys they are authorized to check out. Any misuse of unauthorized keys may result in disciplinary action up to and including termination.

III. DEFINITIONS:

Emergency Master Key Ring – A ring of keys that is grouped separately from the regularly issued keys located in a secure location as determined by the Detention Services Bureau Administrator.

Master Key – A single key that will open all locks for the entire secure Detention Center.

Permanently Assigned Keys – Keys, which are assigned to a specific security post or staff member and remain at that location or in the possession of that staff member at all times. The following keys are permanently assigned:

1. DSB Administrator
2. DSB Deputy Administrator
3. DSB Manager

4. DSB ACA and Quality Assurance Coordinator
5. DSB Executive Secretary

IV. PROCEDURES

A. Accountability

The key control systems require simple and efficient daily checks of all keys and lock within the facility by the Supervisors. A current inventory of all keys issued shall be maintained.

B. Storage of Keys

The keys will be stored in an electronic, locked key box outside the Central Detention Control. Each key will be on a ring with an assigned number. The assigned number will correspond with the operational post descriptions and classifications of job duties throughout the Detention Services Bureau. Staff will be assigned only the keys pertinent to the operational post order assigned or job duty. The keys are divided into the following divisions:

1. Emergency Master Key Ring
2. Detention Lead Keys
3. Probation Counselor Keys
4. Detention Officer Keys
5. Detention Admit/Release Keys
6. Medical Keys
7. Hope Academy Keys
8. Supervisor Keys
9. Transportation Officer Keys

C. Electronic Key Issue

Staff members are required to obtain a key prior to reporting to their assigned post. To obtain the key:

1. The staff member will sign into the electronic key control system;
2. Request to check out the key assigned to their job classification;
3. Upon entry into the key box, the staff member will check out the designated key ring;
4. Close the key box, thus securing the key box at that time.

At the end of their shift, to return the key:

1. The employee will return to the electronic key control, sign into the system and request to check in the key ring.
2. The employee will open the secure key box when indicated and replace the key ring in any highlighted area before securing the key box.

The automated key control system will verify the employee's use of the keys selected and notify, via email, any employee who has checked out any key ring of which they do not have clearance or authorization to use. At any time an employee checks out keys for which they are unauthorized, disciplinary action may be taken.

D. Restrictions

1. Any Detention Services Bureau personnel who have routine access to the juvenile population shall not possess keys that allow complete egress out of the Detention Center or access to the control room.
2. Staff must have specific approval to remove a key from the Detention Center at any time.
3. With the exception of the Detention Services Bureau Administrator, Deputy Administrator, Manager, ACA/Quality Assurance Coordinator, and the DSB Executive Secretary, possession of any Juvenile Court or Detention Services Bureau keys by Detention Services Bureau personnel while off duty is strictly forbidden.
4. Detention Officers shall turn in all keys prior to the end of their tour of duty.

E. Change of Lock Location or Duplication of Keys

Any change of lock location or duplication of any keys must be authorized by the Detention Services Bureau Deputy Administrator.

Unauthorized possession, alteration, marking, duplication, manufacture, or impression making of keys is prohibited. Any such incident shall be reported in writing to the Detention Services Bureau Deputy Administrator. If criminal acts are involved, the offender shall be referred for prosecution.

F. Handling of Keys

All staff will observe the following key control procedures:

1. When on duty, staff shall keep Detention Center keys in their possession at all times.
2. Detainees are never permitted to handle work keys.
3. Carry and use keys as inconspicuously as possible.
4. Keys will not be interchanged between Detention Officers.
5. Avoid reference to key numbers or any identifying information in the presence of detainees.
6. Avoid dropping keys. Keys shall be exchanged hand-to-hand, never tossed or thrown.
7. Do not use force to operate the locks. If a lock does not function easily, the malfunction shall be reported to the Shift Supervisor.
8. Do not attempt to repair locks. Report the need for repair on a completed, Detention Request for Maintenance Services, JC-106C as soon as a problem with the lock is detected.
9. Damaged or broken keys shall be returned to the Detention Manager for replacement.
10.

G. Location of Locks and Padlocks

The Facilities Maintenance Manager shall keep records of padlocks and blueprints or maps showing the locations of all permanent locks.

H. Lost or Misplaced Keys and/or Key Rings

A verbal report of any lost or misplaced key or key ring shall be made to the Detention Services Bureau Shift Supervisor immediately, stating when the loss was discovered, circumstances surrounding that loss, and the key(s) identification. A written report shall be submitted as soon as possible to the Deputy Manager.

> Note: When security precautions must be taken to preclude the use of the key(s) for unauthorized accesses or escape from the facility areas or if there is sufficient reason to believe a detainee may have made impressions of the key(s), locks shall be changed.

	Policy # VI-14 Review: June **CONTROL BOOTH OPERATIONS**
Chapter: Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-2G-01-02, 3-JDF-3A-04

SUBJECT: CONTROL BOOTH OPERATIONS

I. PURPOSE

To establish and describe the procedures for the operation of Central Detention Control and Control Booths on the Detention Units within the Detention Center.

II. DEFINITIONS:

Central Detention Control- (CDC) The central point within the facility, where monitoring and coordinating of all the facility's security, life safety, and communications systems are performed.

Central Control Booth Operator – (CBO) The staff member that is assigned to the operations of the Central Detention Control Booth.

Control One (1) – The Northside Boys' Detention Control Booth

Control Two (2) – The Southside Boys' Detention Control Booth.

Control Three (3) – The Girls' Detention Control Booth.

III. POLICY

The Detention Services Bureau shall provide a twenty-four (24) hour control center for monitoring and coordinating the facility's security operations, life safety, and communications systems. The control center shall be staffed with at least one trained officer and or staff member at all times.

IV. PROCEDURES

CENTRAL DETENTION CONTROL

Central Detention Control will be staffed twenty-four (24) hours a day, seven (7) days a week. There will be one (1) officer assigned as the CBO at all times. It is the responsibility of the assigned CBO officer to maintain sanitation and organization of the post at all times.

Access to the Central Detention Control Booth shall be limited to the officer(s) and/or staff member(s) who are specifically assigned to that post. All other access to the CDC Booth will be denied unless approved by the DSB Manager, or other higher authority. The CDC Booth will be kept secure at all times.

Only officer(s) that have received adequate training and/or have knowledge of security and control, intercom, phone, radio, and emergency procedures shall be assigned to the CDC Booth. Also, the officer(s) will be required to operate other mechanical/electrical systems.

The CBO shall be responsible for monitoring and operating internal and external security doors/areas, in order to regulate access and maintain the security of the facility.

The CBO shall continually monitor and respond to the following systems:

- Smoke/fire alarm detection system;
- Hand-held radios, radio base units, and emergency response systems;
- Closed-circuit monitors;
- Access doors (internal and external)
- Elevators

The CBO shall maintain a list of emergency resources and a list of names and phone numbers of all staff members.

The CDC Booth shall serve as a central command post for emergency operations, which include, but are not limited to the following:

- Fire
- Power outages
- Natural disasters
- Riots
- Hostage taking
- Bomb threats
- Escapes
- Evacuations
- Work stoppage

The CBO will monitor the outside perimeter through surveillance cameras to ensure that the facility is secure. The general public may not have access to the detention facility without proper authorization from CDC.

The CDC shall maintain permanent logbooks that record routine information, e.g. all movement, key and equipment inventory/issue, admissions and releases etc.

NO DETAINEE WILL EVER BE PERMITTED IN THE CENTRAL DETENTION CONTROL AREA. CENTRAL DETENTION CONTROL WILL BE CLEANED BY OFFICERS ASSIGNED TO THE POST.

BOYS' DETENTION CONTROL BOOTHS

The Control Booths on both Boys' Detention Units are centrally and immediately located adjacent to the detainee living areas so as to permit the Detention Officers to respond promptly in the event of an emergency.

The Control 2 is the primary control booth within the Boys' Detention Center. The Control 1 communicates with the Control 2 to generate all communication with the CDC. Control 2 shall be staffed twenty-four (24) hours per day, seven (7) days per week. The only exceptions to staffing the control booths on the detention units are during mealtimes and in Control 1. Control 1 shall have a staff member present as often as other duties on the unit permit.

The following rules shall apply:

1. Anytime the control booths are left unattended, the booth shall be secured.
2. The doors in the Control 1 will not be left propped open. This control booth shall remain secure at all times.

GIRLS' DETENTION CONTROL BOOTH

The Control Booth on the Girls' Detention Unit is centrally and immediately located adjacent to the detainee living areas so as to permit the Detention Officers to respond promptly in the event of an emergency.

The Girls' Detention Control Booth shall maintain primary communication with the CDC. Girls' Detention Control Booth shall have a staff member present as often as other duties on the unit permit.

The following rules shall apply:

1. Anytime the control booth is left unattended, the booth shall be secured.
2. The door in the Control Booth will not be left propped open. This control booth shall remain secure at all times.

Note: Access to all of the Control Booths within the Detention Center shall be limited to the Detention Officer(s) and/or staff member(s) with the Detention Services Bureau.

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	Policy # Section VI-15 Review: June **DRESS OUT ROOM**
Chapter: Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: None

SUBJECT: DRESS OUT ROOM

1. No detainee is allowed to be in the property room. Detainees will perform only three (3) work details for this area. These are the cleaning of the dress out room, setting up for showers and the putting away of clean laundry. The detainees must be escorted at all times during these details.
2. Juvenile Court does not have a trustee system. No detainee will be allowed to assist an officer in admitting or releasing another detainee.
3. It is strictly forbidden for a detainee to have detention keys, property keys, medical cabinet keys, or any other key assigned to a staff member in their possession.
4. When juveniles are being admitted or released, they are not to enter the property room. All searches or inspections will take place while the detainee is in the shower area or the vestibule leading to the shower area. The detainees are to change clothes in these two (2) areas, as well.
5. Detainees are to have ALL personal clothing collected prior to ANY court clothing being issued. Detainee will be standing totally nude prior to any court clothing issuance (to prevent contraband being hidden with court issued clothing.).
6. All personal clothing of a detainee being admitted will be searched before being placed in a property bag and then a locker. This clothing will be documented on a Detention Center - Individual Clothing Record (JC-261A).
7. All personal clothing being issued back to the detainee being released will be checked against the Individual Clothing Record (JC-261A) to insure it is the returned to the correct individual. The youth will sign the form upon receiving his/her property and the officer will initial and date the form.

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	Policy # VI-16
	Review: June
	RESTRAINTS
Chapter: Security Rules and Crisis Situations Revised: January 15, 2013 Reviewed by: ***Signatures on file in Administrator's Office***	Related Standards: ACA Standards: 3-JDF-2C-10; 3A-16, 16-1,17, 26, 3E-03 TCI Standards: 1400-3-08

SUBJECT: USE OF MECHANICAL RESTRAINTS

I. PURPOSE

To control, monitor and provide guidelines to ensure that the use of restraint devices are observed for the protection of detainee safety and the facility security.

II. DEFINITIONS:

Direct Supervision Status - A special precaution as prescribed as part of close observation requiring one youth to be assigned to one designated staff member at all times in order for that staff member to closely and directly supervise all of that youth's activities in an effort to protect him/her from harm. Direct Supervision Status will be documented every five (5) minutes while the youth is in the room or removed from regular programming.

Force - Restraining power, physical compulsion, and strength directed at another person.

Four/Five-Point Restraints - Restraint system where both arms and legs are secured.

Mechanical Restraints - Juvenile Court approved restraints for juveniles include handcuffs, leg irons, and waist belt and chain.

III. POLICY

It is the policy and responsibility of the Detention Services Bureau to provide and promote a safe and non-threatening environment for all juveniles in care and custody of the Court. The facility will use a combination of supervision, accountability, and clearly defined procedures to promote a safe and secure environment. Threats of violence and attacks on residents and staff are met with a NO TOLERANCE POLICY. Mechanical restraints shall only be employed as a temporary means of controlling detainees whose behavior poses a demonstrable threat to the safety of persons or the security or order of the facility or for preventing escapes.

Only the minimal amount of force necessary shall be used to control a detainee in any situation. The use of corporal punishment, mechanical restraint for punishment or reprisal, or excessive or unnecessary force is strictly prohibited and shall be grounds for the immediate dismissal of the employee(s) involved.

NOTE: ***At no time should a detainee EVER be attached, fastened, or secured in any way to a stationary, fixed, or physical object of any kind.***

IV. PROCEDURES

A. Physical Intervention –

An employee may use the minimal amount of force necessary to:

- Prevent a detainee from escaping.
- Protect a detainee from assault from others.
- Prevent self-injury.
- Prevent destruction of property.
- Protect against injury, potentially to be inflicted by another resident.
- Prevent any serious bodily injury or loss of life.

B. Restraint Equipment

1. Approved restraints for use at Juvenile Court are:
   - Handcuffs
   - Leg Irons
   - Transport Restraints
   - Waist Belt
2. Instruments of restraint, such as handcuffs and/or leg irons, are never applied as punishment and are applied only with the approval of the DSB Administrator or designee. In an emergency situation, DSB personnel may use a minimal amount force and/or mechanical restraints necessary to gain control of the detainee with immediate follow up authorization of the Shift Supervisor.
3. Use of any of the Restraint Equipment requires corroborating documentation to include but is not limited to a Restraint and Confinement Log Sheet, JC-265, for each form of restraint used (with the exception of those detainees who are being escorted for the purpose of transportation).
4. The use of mechanical restraint equipment constitutes the use of force. Restraint equipment may be used as a precautionary measure in the following instances:
   - To prevent escape of resident under escort.
   - To prevent injury to self, staff member, or other persons or property.
5. The Shift Supervisor shall:
   - Immediately respond to the scene when mechanical restraints are used and document it on the Restraint and Confinement Log Sheet, JC-265;
   - Document the mechanical restraint in the Supervisor's Pass-Down Log Book;
   - Personally ensure that the restraints are removed from the detainee;
   - Ensure that the restraints are not applied for more time than necessary.
6. Mechanical restraints shall be maintained in a secure location within the Central Detention Control and Control Booths located on the residential units.
7. The use of mechanical restraints will be listed in the Restraint Log Book on the Restraint and Confinement Log Sheet, JC-265, with the following information:
   - Date of use
   - Purpose of restraint usage
   - Resident's name and File Number
   - Time checked in/out
   - Authorization

8. When placing restraints on a detainee, ensure that the restraints are not too tight, allowing for free flow of blood and check for the following:
    - Warmth
    - Movement
    - Discoloration of the skin

    The restrained detainee shall:
    - Be checked every five (5) minutes;
    - Checks will be indicated accordingly on the JC-265;
    - Every twenty (20) minutes, the Shift Supervisor shall assess the detainee to determine if he/she should remain at that current level of restraint or if the level of restraint can be decreased;
    - The Assessment Recommendation should be noted accordingly on the JC-265, and signed by the Shift Supervisor;
    - At such time it is safe to remove the restraints, they shall be removed immediately.
9. Should medical problems be indicated, the detainee should immediately be removed from the restraint and transported to the appropriate medical facility.
10. Immediately following the secure status, the Shift Supervisor shall report the situation to the Detention Services Bureau Manager or designee; refer the detainee to the Health Authority via a Request for Medical Services, JC-141B, and log in the post-incident approval on the Incident Report, JC-142, and the JC-265. The Shift Supervisor shall examine the detainee pending examination by the Health Authority.
11. Until the detainee can be seen by the Health Authority, said detainee shall be monitored by visual observation at least every fifteen (15) minutes.
12. The use of any chemical agent within the Detention Center is strictly prohibited and shall be grounds for the immediate dismissal of the employee(s) involved.
13. The use of restraints for medical and psychiatric purposes within the Detention Center is strictly prohibited and shall be grounds for the immediate dismissal of the employee(s) involved.

C. Quiet Room

Quiet Rooms/Seclusion rooms located in the Boys' and Girls' detention residential units are secured and are no longer an authorized practice of the bureau. Under no circumstances are these rooms to be used for purposes other than bureau storage.

D. Approval and Review

Restraint procedures are in accordance with guidelines approved by the Health Authority and shall be reviewed annually.

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	Policy # VI-17 Review: June **USE OF FORCE**
Chapter: Chapter: Security Rules and Regulations Revised: August 14, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: ACA Standards: 3-JDF-3A-27through 28, 30 TDCS 1400-3-.14

SUBJECT: PHYSICAL CONTACT/USE OF FORCE

I. PURPOSE

To establish procedures for governing the lawful use of force with documented guidelines relating to physical contact and use of force when dealing with detainees in the custody of Detention Services Bureau.

II. POLICY

It is the policy of the Detention Center to allow the reasonable use of physical force in order to provide for the safety and security of the juveniles, staff and visitors as well as to maintain order in the facility.

III. DEFINITIONS:

Excessive Force – A type or amount of force that is:

1. Beyond that which is reasonably necessary to control the situation and achieve the correctional objectives; or
2. The continued use of force after it is no longer reasonably necessary.

Health Authority – The physician, health administrator, or contract agency responsible for the provision of health care services at the Detention Center. The responsible physician for the Detention Center.

Passive Removal – Passively removing the juvenile from an area by verbal direction (verbal de-escalation techniques) and physical intervention (CPI transport position equivalent)

Physical Force- approved physical management techniques utilized with non-compliant residents using the minimal amount of force necessary to achieve compliance.

Planned Use of Force – A plan of action in situations where time and circumstances allow for consultation with and approval by the Shift Supervisor or above.

Room Extraction – Forcible removal of a detainee from a room due to persistent resistance.

Qualified Mental Health Professional (QMHP)- An individual with a minimum of a Master's level education and training in psychiatry, psychology, counseling, social work, or psychiatric nursing, who is currently licensed by the State of Tennessee to deliver those mental health services he or she has undertaken to provide.

Use of Force Continuum – Means applying a progressive level of force used to gain control of a detainee, starting with passive encounter measures up to and including physical force. Use of force will be limited to the minimum amount necessary to control the situation.

Video Camera – A hand held, portable video recording camera used to visually document any incident.

USE OF FORCE CONTINUUM

Officer Presence – No force is used. The mere presence of DSB staff can be effective to deter inappropriate behavior or defuse a situation. DSB staff attitudes are professional and non-threatening.

Level I: (Maintaining control with verbal directions and warnings): This level of force is not physical. The focus in on direct care staff providing calm, nonthreatening verbal intervention and diffusion of the situation through direct orders, counseling and crisis intervention techniques. Staff may decrease their volume and shorten commands in an attempt to gain compliance. Short commands might include "Stop" or "Don't move".

Level II: (Maintaining control with supervisory, case management, mental health staff or other staff not involved in the initial encounter): If voluntary compliance is not achieved at the direct care staff level, staff should notify the immediate supervisor. Upon notification from direct care staff, the immediate supervisor shall respond to the location to provide further intervention. Upon assessing the situation, the immediate supervisor will determine whether additional staff (probation officer, mental health, medical, etc) is needed.

Level III: (Maintaining control with verbal direction and passive removal [i.e. CPI transport removal equivalent]). Level III use of force may only be utilized upon activation of the CIT team or approval from the Supervisor. In the event the immediate Lead Detention Officer has exhausted all resources to gain voluntary compliance to lawful orders and voluntary compliance has not been achieved, the Lead Detention Officer or Supervisor may activate the CIT Team. In the event of an emergency, the Supervisor may authorize the passive removal with available, trained personnel prior to the CIT's arrival.

Level IV: (Use of Physical Force) Activation of the CIT will be the preferred method of emergency response whenever feasible, but nothing in this policy precludes other DSB personnel from performing tasks identified in this directive when the CIT is unavailable or such as response is not feasible.

IV. PROCEDURES

A. General Procedures

The Use of Force and Physical Restraint

Only such force as is reasonably necessary to stabilize the situation and protect the safety of the detainees, staff, and the security and good order of the Detention Center is acceptable. Detention Services Bureau personnel are required to use the least restrictive physical management techniques, which corresponds to the level of threat and the intensity of the disruptive detainee.

1. Except in emergency situations that require an immediate physical restraint, the Detention Services Bureau personnel must exhaust all alternative means of crisis intervention before using approved physical force with a detainee.

2. The Detention Services Bureau personnel are required to use the least restrictive physical management techniques, which correspond, to the level of threat and the intensity of the disruptive detainee. The use of force must be justifiable and reasonable.
3. Detention Services Bureau personnel are allowed to use only those approved physical management techniques which are consistent with those taught by the qualified CPI Nonviolent Crisis Intervention Trainer. The following is a list of the approved methods:
    a. Kick block;
    b. One/two hand wrist grab release;
    c. One/two hand hair pull release;
    d. Front/back choke release;
    e. Bite release;
    f. Children's control position;
    g. Team control position;
    h. Transport position;
    i. Interim control position.
4. The use of approved physical force by the Detention Services Bureau personnel shall be used only as a last resort and in accordance with appropriate statutory authority as a response to:
    - Subdue violent detainees;
    - To defend themselves against a detainee using unlawful force;
    - Separate participants in a fight;
    - Prevent imminent injury to detainees, staff, or others;
    - Prevent escape or attempted escape; and
    - Prevent property damage that jeopardizes the security of the institution.
5. The use of physical force or seclusion as a disciplinary sanction, punishment, or as a training or behavior modification technique is strictly prohibited.
6. The use of physical force and/or approved restraints pursuant to the Detention Services Bureau Policy and Procedure, VI-16, Restraints may only be used in those circumstances where the detainee poses an immediate danger to him/herself or others and when less restrictive means have been properly, but unsuccessfully, attempted.
7. Detainees shall never be subjected to corporal or unusual punishment, humiliation, mental abuse or the punitive interference with daily functions of living such as eating, sleeping, or toileting.
8. Detention Services Bureau personnel are prohibited from using weapons of any kind.
9. Detention Services Bureau personnel are prohibited from allowing or encouraging detainees to restrain other detainees.
10. Physical force may only be used as long as it takes to de-escalate the situation. When the detainee regains control and is compliant he/she must be immediately released from the physical restraint.
11. Detention Services Bureau personnel shall not be allowed to use physical force with detainees unless they demonstrate competency implementing the techniques and satisfactorily complete all requirements of the training

Planned Use of Force and Room Extractions

Any planned use of force will be carried out under the direction of the Shift Supervisor or higher level staff. Time and circumstances permitting, the Manager and Deputy Administrator must be contacted for authorization of planned uses of force and room extractions

1. Criteria for Planned Use of Force and/or Room Extractions
    a. To stop the detainee from engaging in self-harm; or

   b. Prevent substantial property damage; or
   c. Recover a weapon or item that has been adapted to use as a weapon and is capable of causing death or serious bodily injury; or
   d. Planned movement of a resistant detainee with the facility when the detainee's behavior is substantially disruptive and the detainee refuses to stop the behavior.
2. Requirements for Planned Use of Force and/or Room Extractions
   a. Prior to approval of planned use of force and/or room extractions, the Health Authority and Shift Supervisor must be notified so both can personally observe the situation.
   b. If available, the Health Authority and a QMHP shall both observe the planned use of force and/or room extraction but at least one (1) is required.
   c. All planned use of force and/or room extractions must, when practical, include a recording of a verbal description of the detainee's conduct and all warning provided the detainee according to the facility approved script.
   d. Detention Services Bureau personnel shall not be allowed to use physical force with detainees unless they demonstrate competency implementing the techniques and satisfactorily complete all requirements of the training.
3. Use of the riot shield during a planned use of force and/or room extraction is limited to cases in which a detainee has a weapon or a detainee's behavior indicates there is a significant risk of harm of the staff members involved.
4. Every planned use of force situation or potential use of force situation must be video taped, if:
   a. Time and circumstances permit;
   b. Employees operating the video equipment taping are not put in situations of unusual risk;
   c. The act of video taping does not present a clear danger of escalating the situation.
5. The video taping of planned use of force situations must document the following:
   a. At least one (1) verbal attempt at resolution by a Detention Officer,
   b. At least two (2) warnings that force will be used prior to the actual use of physical force.
   c. The video tape must also clearly identify the following employees:
      i. Those authorized to use force,
      ii. The ranking on-scene supervisor,
      iii. Must document the general plan for resolving the situation,
      iv. The operator of the video must be clearly identified,
      v. The name of the highest ranking Detention Officer on the scene in charge of the use of force.
6. Video tapes of actual incidents must be stored on DVD securely and maintained for a minimum for seven (7) years. All video tapes are confidential and may only be used for internal training, critical debriefing purposes and investigation purposes to include that by the Tennessee Department of Children's Services and appropriate Law Enforcement, if indicated.
7. The circumstances preventing the use of video taping of a planned use of force must be explained in detail on the Incident Report, JC-142 submitted by the Supervisor for review by the Administrator for compliance with this policy.
8. For every planned use of force, a Health Authority staff person must be available in the area of the incident prior to the actual use of force unless:
   a. The Health Authority personnel would be placed in a position of unusual risk by being in the area; or

b. Health Authority staff arrival time to the area of the incident would threaten the safety of the detainees or employees or the security of the facility.

9. The circumstances preventing the presence of the Health Authority personnel in the area of the incident must be explained in detail on the Incident Report, JC-142 submitted by the Supervisor for review by the Administrator for compliance with this policy.
10. Should the detainee be placed in mechanical restraints as a result of the planned use of force, the Health Authority must monitor and document the detainee's medical and psychological condition at least every twenty (20) minutes on the Restraint and Confinement Log Sheet, JC-265, to ensure no physical or psychological harm is inflicted as a result of the incident.

B. Use of Force Continuum

The Use of Force Continuum provides for an escalating series of actions for Detention Services Bureau personnel to use in response to the disruptive or dangerous behaviors of detainees. The Detention Center limits use of force situations where the facility has attempted and exhausted a continuum of non-physical alternatives. While the continuum provides a guideline of graduated interventions, it must be understood that Detention Services Bureau personnel may move from one part of the continuum to another in a matter of seconds and may need to bypass levels depending upon the severity of the resident's behavior.

1. In no case may staff use any type of force or physical restraint technique that risks placing any pressure on or near the neck, reducing a detainee's ability to breathe, or constraining circulation.
2. Movement along the Use of Force Continuum from a lesser to a more restrictive and severe option may become necessary, as determined by the detainees' actions and behavior.
3. The staff member using physical management techniques will also de-escalate the use of force whenever a less restrictive or intense technique is reasonably believed capable gaining compliance.
4. It is acknowledged that a detainees' escalation/resistance and/or the threat level presented may be sudden and intense. When this occurs. The staff member will not be required to sequentially progress through the lesser to more restrictive and severe physical management options. Staff must match the intensity or seriousness of the threat with the appropriate response.
5. Physical management techniques may only be used by staff trained in the safe and humane application of that type of restraint.
6. Inappropriate use of physical intervention or seclusion is specifically prohibited.
7. Mechanical restraint devices will be used in accordance with Detention Services Bureau Policy and Procedure, VI-16, Restraints. Only approved mechanical restraints specially described in this policy may be used. The use of any unauthorized mechanical restraint is prohibited.
8. Approved mechanical restraints in accordance with DSB Policy and Procedure VI-16 are:
   - Handcuffs
   - Leg-irons
   - Transport shackles
   - Waist-belt
9. All Detention Services Bureau personnel using force will be held responsible and accountable for the manner in which they exercise that authority. Because Detention Services Bureau personnel are accountable for their actions, they have to substantiate

those actions later in an investigation, in a court of law, or both. The Administrator shall also ensure that appropriate disciplinary action is initiated against any staff member who fails to comply with the Use of Force Policy and Procedures.

10. Excessive force is prohibited and will not be tolerated.
11. Prohibited use of force techniques:
    a. Slapping, punching, kicking, or hitting;
    b. Using any method that is capable of causing loss of consciousness or harm to the neck;
    c. Pinning down with knees to torso, head and/or neck;
    d. Choking or any use of force that might restrict breathing or circulation;
    e. Using other youth or other untrained staff to assist with the intervention
    f. Using pressure point, pain compliance and joint manipulation techniques, other than an approved CPI Non-Violent Intervention techniques for release for a chokehold, bite or hair pull is prohibited;
    g. Securing a youth to another youth or to a fixed object or restraint device other than facility approved mechanical restraints.
    h. Striking with hands, elbows, knees, feet, or any other body part;
    i. Dragging or lifting of the detainee by the hair or ear or by any part of the mechanical restraints;
    j. Lifting a detainee's arms behind the back, while in mechanical restraints, in a manner that is capable of causing injury to the shoulder;
    k. Staff members must be especially careful not to use their own bodies in ways that restrict the restrained detainee's ability to breathe. This would include but is not limited to sitting or lying across a person's back or stomach.
    l. Staff members should not use physical force in a way that would cause the detainee to lie facedown with pressure to the arms and legs, as this can impact the detainee's ability to breathe effectively.

C. Post Emergency Restraint Health Care Evaluation

Health Care Evaluation

1. After a detainee is released from a physical restraint and the situation has been secured, the Shift Supervisor shall notify the Health Authority of the need for an assessment of the detainee.
2. Health Authority personnel shall respond immediately to conduct a medical assessment of the detainee in a confidential setting, regardless of visible injury or if the detainee denies any injury.
3. A qualified health care professional will assess the detainee to assure that no physical or psychological harm has occurred to the detainee; appropriate actions are taken to prevent or respond to any injuries or needs and will document the results of the assessment and the actions taken.
4. The medical assessment of the detainee shall include:
    a. Complete vital signs,
    b. Level of consciousness,
    c. Assessment of injuries,
    d. Assessment for the need for mental health personnel.
5. Health care personnel shall document the medical assessment on a Request for Medical Services, JC-141C provided to them by the Shift Supervisor in accordance with Detention Services Bureau Policy and Procedure, VI-16, Restraints.

6. Health Authority personnel may, when appropriate, and in conjunction with the Shift Supervisor, arrange for transportation for the detainee to the appropriate medical facility to arrange for further examination by an appropriate health care provider.

D. Reports Governing the Use of Force

All incidents require the prompt and thorough documentation and reporting in detail, including but not limited to allegations of abuse, uses of force, staff misconduct, sexual misconduct between children, child on child violence, and other incidents pursuant to Detention Services Bureau Policy and Procedure, VII-3, Incident Reporting utilizing the Incident Statement, JC-142B.

1. All staff and detainees who are involved or are witness to an incident in which physical force is used must complete an Incident Statement, JC-142B.
2. All incidents in which physical force is used must be reported, in detail, on the Incident Statement, JC-142B, and submitted to the Shift Supervisor prior to leaving the Detention Center at the end of their shift.
3. The Incident Statement, JC-142B, detailing an incident where physical force was used must detail any and all attempts at non-physical alternatives used in the specified incident **prior to the use of force** so as to properly document attempt of use of the Use of Force Continuum.
4. The Shift Supervisor shall, designate the Priority Level, prepare and complete an Incident Report, JC-142, and shall ensure distribution to the Manager, Deputy Administrator, and Administrator for their review in the appropriate timeline, pursuant to DSB Policy and Procedure VII-3.
5. The Deputy Administrator is responsible for reporting the incidents to the Administrator of the Detention Services Bureau according to DSB Policy and Procedure, VII-3.
6. Pursuant to DSB Policy and Procedure IX-5, Detention Services Bureau Abuse Reporting, all allegations of suspected child abuse shall be reported to the Tennessee Department of Children's Services in accordance with Tennessee Code Annotated 37-1-403.

E. Administrative Review and Debriefing

An Incident Report, JC-142 and attached Incident Statements, JC-142B are required following the use of physical force. This report and all supporting documentation shall be distributed to the Manager, Deputy Administrator, and Administrator.

1. The Administrator or designee shall review the staff use of physical force and shall document this review within twenty-four (24) hours of the incident, excluding weekend and holidays.
2. The Administrator or designee shall maintain a file containing copies of all incident reports and documenting staff use of physical force.
3. The Administrator or designee shall ensure that sufficient and relevant data regarding the use of physical force is collected and analyzed in order to monitor the utilization of use of physical force.
4. The Administrator shall ensure any inappropriate use of or patterns of use of force will be investigated as deemed appropriate.
5. The Administrator/designees shall formally review all uses of force and allegations of abuse to determine whether staff acted appropriately.
6. The Administrator/designee shall identify any training needs and debrief personnel on how to avoid similar incidents through de-escalation.
7. The Administrator/designee shall also discuss the wrongful conduct with the staff and the appropriate response that was required in the circumstance.

F. Training

The Detention Services Bureau will provide the CPI Nonviolent Crisis Intervention training program to serve as the competency-based approved use of force curriculum. This program will provide for the use of verbal de-escalation and approved physical management techniques utilized with non-compliant detainees using the minimal amount of force necessary to achieve compliance.

1. The Detention Services Bureau will provide at least two (2) certified instructors at all times.
2. Each instructor within the Detention Services Bureau shall be required to provide proof of certification by the CPI for Nonviolent Crisis Intervention Instructor Certification training program.
3. The training lesson plan must provide for an interactive component with sample cases, responses, feedback, and testing to ensure retention at the conclusion of the training session.
4. Training for all new detention personnel shall be provided at least semi-annually.
5. Detention Services Bureau personnel shall not be allowed to use physical force with detainees unless they demonstrate competency implementing the techniques and satisfactorily complete all requirements of the training.
6. Administrative Services, Human Resources Division, shall be responsible for maintaining a record of all DSB personnel that have satisfactorily completed and certification has been provided to. The record will specify the date of training and the type of training that was provided.
7. All Detention Services Bureau personnel authorized to use physical force will read and be responsible for implementing this policy. Each employee will sign the Employee Certification of Compliance with Use of Physical Force and Use of Mechanical Restraints, JC-___, affirming that they have read, understood, and will comply with the policy. The signed statement will be placed in the employee's personnel file in Administrative Services and a copy will be placed in the employee's DSB supplemental personnel file to confirm training.
8. All members of the Detention Services Bureau personnel with direct care responsibilities and the Administrator/designee shall be required to receive training in and be certified by a qualified Nonviolent Crisis Intervention Training Instructor. This training will be required to be completed during the first year of service as outlined below and re-certified each additional year of service thereafter.
9. All new Detention Services Bureau personnel with direct care responsibilities and the Administrator/designee shall receive sixteen (16) hours of Nonviolent Crisis Intervention Training (CPI) during their first year of service pursuant to Detention Services Bureau Policy and Procedure V-5, Juvenile Detention Officer Pre-Service/Qualification Training.
10. All Detention Services Bureau personnel with direct care responsibilities and the Administrator/designee shall receive eight (8) hours of Nonviolent Crisis Intervention Training (CPI) as annual refresher training.
12. Detention Services Bureau personnel required to use approved physical intervention techniques in the course of their job duties will be trained by a qualified Nonviolent Crisis Intervention Training Instructor.
13. All Detention Services Bureau personnel shall be trained in and shall implement de-escalation techniques designed to gain voluntary compliance negating the need to utilize approved physical force with detainees.

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	Policy # Section VI-18 Review: June **ESCORTING DETAINEES**
Chapter: Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: None

SUBJECT: ESCORTING DETAINEES

When escorting a group of detainees, always remain to the rear of the group. In the case of a single detainee, always walk slightly to the rear and to his/her strong hand. Groups or individuals should never be allowed to get behind officer.

1. Detainees should be escorted any place they need to go inside and outside detention. They should never be allowed to move from one area to another area without an escort.
2. Juveniles should never be sent to a room without an escort. The escort must make sure they enter the room and make sure the door to the room is secure.
3. Any detainee sent to or from the mezzanine should be escorted by a monitor. A detention officer should escort any detainee sent from one dayroom to another dayroom.
4. Any detainee sent to or from Central Detention Control should be escorted by a detention officer.
5. Any detainee sent from a dayroom to the cafeteria or vice versa should be escorted by a detention officer.
6. If the number of detainees is more than eight (8) for one employee or the employee does not feel comfortable, then the employee should seek help.

Common Sense Strategies

1. Keep your hands out of your pockets. Remain ready to act in case of an emergency.
2. If you are the lead officer, check over your shoulder to keep track of the detainees.
3. Stay out of reach, if possible.
4. Let other staff know where you are going.
5. If there are a lot of detainees, get help.

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	Policy # VI-19
	Review: June
	DETAINEE COUNT PROCEDURE
Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-3A-13

SUBJECT: DETAINEE COUNT PROCEDURE

I. PURPOSE

To ensure the accurate detainee counts along with the safety and security of all detainees, staff and visitors within the Detention Center. It is also the purpose to provide documentation of accountability and inspection of the population on a regular basis.

II. POLICY

The physical accountability of detainees at all times is a primary responsibility of all facility staff. It is the policy of Detention Services Bureau to use a combination of supervision, inspection, accountability, and clearly defined policies and procedures of the use of security to promote safe and orderly operations. Population counts and movements directly integrate all of these methods. There shall be a system of formal and informal counts that will ensure the accountability of the detainees twenty-four (24) hours a day. All results will be documented in the Central Detention Control Log Book and on the respective unit Log Books.

III. DEFINITIONS:

Audit- Usually a formal count which compares clerical detainee accountability (daily census report, daily population movement sheet) with the physical accountability conducted by unit Detention Officers (room location, actual detainee and I.D. verification of that detainee).

Confirmed Count – The result of a count, either informal or formal, being verified against the Detainee Population Report as generated by JCS32.

Counts- For the purpose of this policy only; a system(s) of verifying the total Detention Center population, including the accountability of detainees inside and outside of the facility and/or housing unit and recording the results in the respective Log Book(s).

Emergency Counts- Official counts taken any time a detainee is suspected of being missing or for security purposes.

Formal Count - Counts that are conducted at specific times of the day or night in an organized manner.

Informal Count - Irregular counts, census checks, counts made while detainees are working, engaged in daily activities, or engaged in recreational activities. These counts are made at irregular times.

Out Counts - Counts of detainees that are not conducted in their quarters or accustomed counted areas.

IV. PROCEDURES

Responsibility

The Lead Detention Officer or Senior Detention Officer has primary responsibility for the completion of an accurate count and must be familiar with possible systems of error. The Shift Supervisor must know the specific manner of counting detainees in different types of locations, i.e., a living unit, an open-type area, and in a work area.

PRINCIPLES OF COUNTING

The basic formal count system within the Detention Center provides for at least one detainee count per waking shift. Count times shall be arranged to provide as little interference with the daily activity schedules as is possible and still provide accountability of all detainees.

Informal Counts

Informal counts are to be conducted at irregular times and conducted on all shifts. Informal, irregular counts shall be made by all employees supervising detainees to verify that all detainees are present. Typically, counts of this kind are made while detainees are in classes, recreational or other programmatic activities.

The detention roster shall be maintained in the Control Booths on the respective units in a secure location. The Shift Supervisor is responsible for providing up-to-the-minute information regarding all detainees in Detention Center, moves, work details, changes, releases and any other changes that could affect accountability.

While counting detainees, Detention Officers will allow nothing short of an emergency to distract them. While informal counts are to be conducted randomly throughout the day, at minimum, when school is in session, an informal count shall be conducted at 1:45 p.m. daily prior to the change of shift.

Formal Counts

There will be NO movement of detainees during official, formal counts. All releases and admittance will be held in Central Detention Control until the formal count is complete. Cease Two Movement Policy and Procedure rules will apply; see Detention Services Bureau Policy and Procedure, VI-30, Detainee Movement.

Two Detention Officers should make counts in such areas as clothing issue, laundry, day room, or other open-type units when possible. NO talking or movement is permitted during such counts. One officer observes all detainee movement and also counts.

Detention Officers must be positive they see a living body before counting a detainee as present.

The Detention Officers will remain on posts until the count is verified as correct. No Detention Officer will leave his or her post until the Shift Supervisor has issued a “Signal C”.

An up-to-the-minute count record shall be maintained in the Unit Control Booths at all times.

Each count must be made accurately and promptly. If there is any doubt as to the correctness of the count, recount. Visually identify on each count. Do not rely on a roll call.

The count must be regarded as a mutual responsibility of all Detention Officers on duty.

In the final analysis, an accurate count depends entirely upon the accuracy of every employee who actively makes or takes a count. Detainees NEVER participate in the preparation or the documentation of the count process.

The Formal Count shall be conducted as follows:

1. There shall be one official, formal count on all shifts.
2. Count time will be as follows:
   i. 5:45 a.m. daily
   ii. 11:45 a.m. daily when school is in session; 1:45 p.m. on those days when school is NOT in session
   iii. 9:15 p.m. daily
3. The individual wristbands on each detainee shall be crosschecked against the Detention Center Current Population Report (JCS32) to ensure that all detainees are accounted for.
4. The incoming shift shall verify the detainee body count and compare that to the confirmed Detention Center Current Population Report (JCS32). Each unit shall be counted simultaneously with every other unit.
5. Cease Two Movement rules apply before the count begins and remain so until the total facility count is clear, confirmed by the CBO and the Cease Two Movement has concluded. **The count is confirmed when the total population count matches the Detention Center Current Population Report as indicated in the JCS32.**
6. Each detainee is counted while they are standing inside their detention room doors.
7. Each detainee shall show their ID wristbands so as to verify their identity and crosscheck it with the room assignment.
8. A report of each count is radioed to the CBO in CDC who is responsible for confirming the count. Any discrepancies must be reported to the Shift Supervisor and corrected before the shift can officially be dismissed.
9. NO movement of detainees out of the count area is permitted until the CBO accepting the count announces the count is clear and confirmed.

Accepting Count

The CBO shall calculate the official count from the Detention Center Current Population Report (JCS32) after the population count is called. He/she shall prepare to take the count by radio, from each residential unit of the Detention Center. If, after all counts are received and tabulated, a discrepancy exists, a negative count shall be called and the Shift Supervisor shall be sent to the count area to assist.

FAILURE TO CONFIRM COUNT

If a discrepancy exists after all counts are received and tabulated, a re-count will be called. The Shift Supervisor will immediately proceed to the area where the discrepancy occurred, to ensure that an accurate account is performed.

Note: No count will be confirmed until all counting errors have been corrected, the cause of the error determined, and corrective action taken.

In the event the physical count does not match the admissions and releasing count, the Shift Supervisor will order a facility audit to be conducted. A facility audit will consist of the on-duty Detention Officers going to each unit and matching the Detention Center Current Population Report, detainee's wristbands, and room location.

Should the count still have discrepancies after a detainee audit is complete, the Shift Supervisor will attempt to verify the problem as either a clerical or a missing detainee problem by continuing a physical count of the Detention Center, reviewing population movement sheets, admissions/release, daily population report, Log Books, and previous shifts count entries in the respective Log Books.

If the problem is clerical, involving human error (e.g. failure to remove someone from the computerized system or facility count once they have been released from the Detention Center or moved to another unit or area) and other documentation (log books, movement sheets, population report) supports the clerical error, the Shift Supervisor will have the on-duty staff correct the discrepancy immediately. The Shift Supervisor will then make a note of this fact on his Detention Center Log Sheet, JC-152, and forward it to the Detention Services Bureau Manager

If the problem is an escape, the Shift Supervisor will notify the Detention Services Bureau Administrator immediately, impose a facility lockdown, and initiate escape procedures per DSB Policy and Procedure VI-9, "Escapes or Riot Hostage Procedure".

EMERGENCY COUNT

An emergency count is an official count taken at other than one of the times specified for a regular official count. The Shift Supervisor, Manager, or Senior or Lead Detention Officer may authorize an emergency count. During an emergency count, all detainees will be returned to their respective housing units. If it is determined that a detainee is missing, a formal count will be conducted to determine who and how many are missing. At this time DSB Policy and Procedure VI-9, "Escapes or Riot Hostage Procedure" will be implemented immediately.

	Policy # VI-20
	Review: June
	DETAINEE TRANSPORTATION
Chapter: Chapter: Security Rules and Regulations Revised: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-3A-15; 24-25 & 3-JDF-4C-04

SUBJECT: DETAINEE TRANSPORTATION

I. PURPOSE

To provide and establish guidelines to regulate the safe transportation of all detainees.

II. POLICY

The Detention Services Bureau shall maintain trained personnel and a professional system by which all detainee transportation will be provided. The use of personal vehicles for official purposes is not authorized.

III. Definitions

None

IV. PROCEDURES

GENERAL TRANSPORATION PROCEDURES OUTSIDE ENCOUNTERS

Officers shall conduct themselves in a professional manner at all times. They are to treat inquiring citizens courteously, but not divulge information relating to the movement of detainees. Interviews and conversations between outsiders and detainees will not be permitted. Officers are responsible at all times for maintenance of good order and the prevention of unauthorized contact with the public.

Officer will notify the Detention Services Bureau (DSB) Administrator/designee as soon as possible of any encounters with the public and/or any unusual incidents, occurrences or activities. The officers will provide a written report of these incidents to the Shift Supervisor prior to leaving work at the end of their shift.

SECURITY

At least one Transporting Officer will be the same gender as the detainee being transported.

There will be a minimum of two (2) Transporting Officers during transports. These procedures list the minimum requirements for the transporting of detainees. Special staffing and/or security arrangements may be made depending on the status of the detainee(s) being transported.

The DSB Administrator/designee may impose requirements for additional detention officers for transportation and/or security changes.

All transport vehicles will be screened and the officer will be equipped with a DSB radio. Should an emergency arise requiring special assistance, the officer-in-charge will contact the nearest law enforcement agency.

USE OF MECHANICAL RESTRAINTS

When it is necessary to use restraints to transport detainees, the following shall apply:

- Handcuffs are to be secured behind the detainee's body. **(Unless detainee has leg irons on then they will be secured in front.)**
- Restraints are never to be secured to a permanent object, i.e., seat, railing, etc.
- The use of leg irons is prohibited on pregnant detainees

GENERAL PRACTICE

The Transporting Officer(s) and the detainee(s) are not allowed to make any unauthorized stops while on transport. If the transport will take longer than (6) hours, food will be provided for both detainees and personnel. If any detainee, while on a transport, misses any meal or snack it will be given to him/her immediately upon return.

Detainees will not be permitted to leave the vehicle at any time unless the officer accompanies the detainee. When the detainee goes to the rest room, an officer must first search the area, checking windows and doors for escape routes, and observe the detainee in the rest room. The detainee's cuffs are not to be removed when the detainee uses the rest room. Detainees must be kept under constant visual contact while in rest rooms.

All safety standards including speed limits will be observed by the officers. The driver and all passengers will wear seat belts. Detainees in restraints are required to wear seat belts. Any moving violations or traffic citations are the sole responsibility of the person receiving the infraction.

Only authorized stops pre-authorized by the DSB Manager or DSB Deputy Administrator may be made by the Transporting Officer transporting the detainee.

All detainees must be searched prior to leaving the Detention Center and immediately upon returning to the facility. **An unclothed search must be done on all detainees upon returning from any outside place or area outside of the facility.**

The Juvenile Court of Memphis and Shelby County, Maintenance Department will be responsible for the upkeep of the facility vehicle. They will ensure that the vehicle receives regular maintenance and that it is refueled as necessary.

PREPARATION FOR TRANSPORTING DETAINEES

The Shift Supervisor will supply the court order (decree note), when the detainee is being transported to another facility (i.e. mental health hospital, etc...). The Medical

Department or Office of Clinical Services will provide the transporting officer(s) with all medical and/or psychological information necessary to ensure continuity of care.

When a department outside the Detention Services Bureau has been made aware that a detainee is in need of transportation to a scheduled medical/ psychological appointment or admission to a treatment facility, a Youth Transportation Request, JC-232 shall be completed and submitted to the DSB Deputy Administrator/designee. In addition to completing the JC-232, directions shall be provided in writing by the requesting department. The JC-232 shall be submitted with as much advance notice as possible by the requesting department.

Medical personnel will provide the Transporting Officer the necessary paperwork for a detainee being transported to a routine medical, dental or visual appointment.

The Admission and Release Probation Officer will supply all the necessary paperwork for a youth being transported to the bus station or airport.

The Shift Supervisor or higher authority must be notified before an officer transports any detainee. If any difficulties should develop which may delay the estimated return time; the Transporting Officer will contact the Shift Supervisor on duty.

All detainees being transported will remain in the facility issued clothing. If a detainee is being transported to a treatment facility for placement he/she will remain in facility
issued clothing but the Transporting Officer will also obtain the detainee's personal property and turn it over to the receiving facility due to the longevity of the time that the detainee will be away from the facility. The Transporting Officer may bring the Detention Services Bureau uniform back to the facility or request that the receiving facility send the uniform back, which ever is convenient for the officer and the receiving agency.

The Transporting Officer will secure the vehicles to be used and will completely search the vehicle and inspect it to ensure that it is serviceable and complete the DSDB Daily Vehicle Inspection Sheet JC-233. Any problems involved with the serviceability of the vehicle should be immediately reported to the maintenance department.

The Transporting Officer will secure the restraints on the detainee in an internal, secure area before moving him outside to the vehicle. The officer will place restraints, including handcuffs and leg irons on all detainees being transported; the restraints will be double locked, and the restraints will be left in place during eh entire transport.

MEDICAL TRANSPORTS

Routine medical appointments for detainees who require transportation to outside facilities, such as doctors' offices and hospitals will be made in advance and coordinated by the medical department with the Shift Supervisor/designee to

ensure that proper transport is arranged.

Detainee notification of appointments to outside facilities prior to the scheduled date and time of the actual transport is strictly prohibited and may result in the rescheduling of the transport.

When a detainee is in need of hospitalization, the Transporting Officer will remain with the detainee throughout the admission process.

If a follow-up appointment is necessary, the Transporting Officer must advise the outside medical staff to arrange the appointment with the DSB medical staff. The Transporting Officer is not to make the medical appointments.

The Transporting Officer should take and return all medical documents directly to and from medical personnel. The detainee is not permitted to read and/or handle the documents.

The medical and security staff members involved in a detainee's transport outside the facility are to coordinate their efforts to maximize efficiency and ensure the adequate exchange of appropriate information regarding the appointment, service required, subject detainee, etc. All detainees returning from a medical transport will be searched by the Transporting Officer.

VEHICLE FAILURE OR OTHER MISHAP

In cases of vehicle failure or other mishap, restraints will not be removed from the detainee unless it is necessary for the treatment and/or evacuation and/or justified under the circumstances of the mishap. If there is an emergency breakdown on the road or if the officer is in need of assistance he/she should call the Shift Supervisor on duty or the nearest law enforcement agency and seek assistance. The officer will request that the agency immediately notify the DSB and as soon as possible, the officer should call the DSB directly.

If, during a transport, a detainee becomes seriously ill and the transport is not going to a medical appointment, the transporting officer should proceed to the nearest hospital and notify the Shift Supervisor on duty.

The Transporting Officer is responsible for the custody and safety of the detainee(s) and must realize that legally he/she can be held responsible for gross negligence if he/she fails to use good judgment or does not take the necessary precautionary measures any reasonable officer would take under the circumstances.

ROUTES OF TRAVEL

The most direct route which avoids traffic congestion, signal lights, railroad crossings, and other possible delays would be followed when possible, parking problems should be anticipated, and the officers should have a formulated plan in mind should an alternative route become necessary.

ESCAPE

If a detainee escapes while being transported, the Transporting Officer will exhaust resources immediately available to apprehend the detainee. However, if the officer has other detainee(s) under his/her supervision, the officer will not separate himself/herself from the remaining detainees, even if it means not pursing the escaping detainee. If there is more than one (1) officer present, the officer-in-charge will pursue the escaping detainee, leaving the other officer with the remaining detainees. The Transporting
Officer shall immediately notify the nearest law enforcement agency and the DSB.

The Transporting Officer is to describe the detainee, the direction in which he/she was traveling, and all other information, which may be helpful in conducting a search. The Transporting Officer is to make a written report prior to leaving work at the end of the shift on which the escape occurred.

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	Policy # VI-21
	Review: June
	LOGBOOK COMMUNICATION
Chapter: Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards:

SUBJECT: LOGBOOK COMMUNICATION

I. PURPOSE

To ensure that adequate supervision of detainees is maintained and documented through a formal system of recording routine and emergency situations involving detainees. This system further serves as a communication network for staff members from one shift to another.

II. POLICY

A daily account of all routine and emergency situations shall be maintained through the use of a logbook.

III. PROCEDURES

All Logbooks

- Shall be maintained in control booths on the respective units including the Central Detention Control Booth
- Shift name, date begins, date ends are on the front of each page in permanent black ink.
- Completed logbooks are maintained in the Detention Manager's office for three years.
- Pages are never removed for any reason.
- At no time shall entries be made on the backside of any page.

Unit Logbooks

- Staff on duty makes entries during each shift regarding residents, activities, visitors, treatment program issues, population counts, and conditions within the living units, as well as documenting routine room checks, lock checks and the time completed.
- Entries shall be made in permanent black ink.
- The initials of the reporting staff member should accompany each entry on the logbook

Supervisor Log Book

- Supervisors make entries during each shift regarding detainees, activities, and conditions pertaining to the entire Detention Center.
- Entries should be made in permanent black ink.
- The signature of the reporting Supervisor accompanies each entry.

Central Detention Control Logbook

- Written entries are made per shift by Central Detention Control Booth Operator (CBO) regarding detainee movement, population, radio and phone communication, etc.
- Entries should be made in permanent black ink.
- The initials of the reporting staff member should accompany each entry on the logbook.

	Policy #VI-22 Review: June **OUTSIDE SERVICE PERSONNEL**
Chapter: Chapter: Security Rules and Regulations Revised: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: ACA Standard: 3-JDF-1A-34

SUBJECT: OUTSIDE SERVICE PERSONNEL

I. PURPOSE

To insure that outside service personnel are supervised when working at Juvenile Court.

II. DEFINITIONS

Outside Service Personnel - Includes repairmen, servicemen and vendors.

Authorized Personnel - Staff of Memphis and Shelby County Juvenile Court.

III. POLICY

All outside service personnel are supervised when working at Juvenile Court in the secured areas. Detention Service Bureau personnel or other authorized personnel handle supervision.

IV. PROCEDURES

The staff member initiating the service/work request will explain, in advance, the rules concerning outside service personnel in the Detention Service Bureau.

RESPONSIBILITIES OF SUPERVISOR

When outside service personnel are called in to perform a function within the secured detention center, the Shift Supervisor on duty shall be charged with the following duties:

1. Arrange for continuous supervision of outside service personnel if work is to be done in a secured area.
2. Log the outside service personnel and the DSB personnel assigned for supervision on the Outside Service Personnel Log before allowing anyone to proceed into the secured area.
3. Ensure any incoming tools are logged on the Tool Control Log pursuant to DSB Policy and Procedure VI-33, Tool Control.
4. Check work area for safety and security after departure of outside service personnel.
5. Report violations of safety and security to the DSB Detention Manager.

RESPONSIBILITIES OF CONTROL BOOTH OPERATOR (CBO)

1. Notify Shift Supervisor of the arrival of outside service personnel.
2. Maintain security by ensuring that visitors utilize Lobby Guard.

RULES GOVERNING OUTSIDE SERVICE PERSONNEL

All outside service personnel should be advised of the following by the Supervisor on duty:

1. Any contact with detainees is prohibited.
2. No information about any of the detainees will be given for any reason.
3. All tools or other items, which could be considered to be contraband, must be accounted for prior to their entrance into the secure areas.
4. Outside Service Personnel must immediately obey all directions given by staff members while they are working within the secure detention areas, e.g. need for emergency evacuation, etc…
5. In the event of an incident within the detention center, outside service personnel are not to intervene in any way.

	Policy # VI-23
	Review: June
	WEAPONS
Chapter: Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-3A-29

SUBJECT: WEAPONS

I. PURPOSE

To ensure the safety and security of detainees and staff at the Detention Services Bureau by maintaining strict controls over the possession of weapons within the secured areas.

II. POLICY

Staff members and visitors are not allowed to bring weapons into the Detention Center. Law enforcement officers and/or other persons authorized to carry weapons must place their weapons in secured lockers in the Sallyport. The DSB Manager must authorize any exception. A locker for weapons is also maintained in the hallway outside the Central Detention Control, Room 268.

III. DEFINITIONS:

Weapons – Any item that can be used to attack or repel an attack. Examples include but are not limited to the following: knives, guns, ammunition, mace, clubs, bats, and nunchakus.

IV. PROCEDURES

Court personnel and all visitors shall be made aware of this policy as follows:

Court Personnel

- During orientation, personnel are informed of this policy.
- Violations of this policy shall be handled in accordance with the Employee Standards of Conduct.

Volunteers

- Regular service and occasional volunteers are informed of the Detention Center's weapons restriction during orientation.
- The DSB Manager refers all violators of this policy to the Administrator of the Volunteer Services Bureau and/or the Police Department when appropriate.

Parents/Guardians and Families of Detainees

- Visiting Rules and Procedures are posted in the visitors' room.
- Visitors are advised that should they be suspected of possession of contraband, they are subject to search and could be removed from the Detention Center and asked to leave Court property.
- Weapons are treated as contraband.
- Violations of this rule may result in denial of visitation privileges.

Refusal to Relinquish Weapons

- In the event any person refuses to relinquish a weapon upon request, that person shall be refused entry into the secure area of the Detention Center.

In the event of an emergency situation, this policy is subject to change at the direction of the Detention Services Bureau Administrator.

	Policy # VI-24
	Review:
	VISITATION
Chapter: Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-5G-12 through 15

SUBJECT: VISITATION

I. PURPOSE

To ensure that detainees of the Detention Center maintain contact with the assigned court personnel, the community, and family in order to help reduce the number of detainees who become institutionalized and lose contact with and a desire to return to the community.

II. POLICY

Detainees shall have the right to reasonable and regular visitation with their parent/legal guardian, and/or grandparents. Visitation shall be encouraged through the posting of daily visitation times and offered, at minimum, at least 3 visits per week. Visitation shall not be permanently denied but may be temporarily restricted or limited due to overriding security concerns. Substantial justification for any visitation restriction imposed must be provided for by the Detention Services Bureau Administrator or designee.

The detainee's visitors must be listed as such in the detainee's the JCS32 family section. The approval for visitation must be indicated by the Probation Counselor assigned to the case if the detainee is to receive visits.

III. DEFINITIONS:

Contraband – Any item not issued by the facility, or authorized by the administration, an unauthorized amount of a permitted item, or any permitted item converted to something other than its original purpose.

Restricted Visitor – Approved visitor who the Detention Services Bureau Administrator or designee determines cannot visit due to current or prior safety and security reasons.

Special Visit – Visiting at times other than the routine visiting times or having an approved visit with someone who does not meet the established visitor criteria. The Detention Services Bureau Manager or designee must approve all special visits with input from the Children's Bureau probation counselor if indicated.

IV. PROCEDURES

Any person coming into the Detention Center must first sign into the Lobby Guard before being allowed entrance into the Detention Center. Visitors may visit at the designated times other than "No Movement" times unless the facility is in a state of emergency and security of the facility would otherwise be at risk.

The following rules apply to all visitors coming into the Detention Center:

1. All visitors' coats, packages, and handbags will be secured in the second floor lobby.
2. Visitors are advised that should they be suspected of possession of contraband (illegal or otherwise), they are subject to search and could be removed from the Detention Center and asked to leave Court property. Confiscated contraband will be handled according to the appropriate DSB policy.
3. Persons under the age of eighteen (18) are not allowed to visit.
4. The Central Detention Control (CDC) personnel will complete a Visitor's Permit, JC-125 on all visitors coming into the secure Detention Center. These forms will be stored for a period of one (1) year.
5. The CDC personnel completes the Sign-Out Record for Detained Children JC-105 on all visitors coming into the secure Detention Center.
6. The Detention Officer on the unit will use the JC-105 to log the visitor's time in and time out of the visitation in JCS32.
7. Visitation will be conducted only in areas authorized by policy.
8. Visitation guidelines are available to all detainees, staff, and visitors.
9. Visitors who are unable to maintain proper conduct and behavior or who appear to be under the influence of alcohol or drugs will be asked to leave the premises.
10. Detainees receiving visitors will be searched prior to returning to the unit, pursuant to DSB Policy and Procedure, Searches and Contraband Control, VI-4. Detainees found to be in possession of contraband will receive a Disciplinary Report and visitation authorization for the detainee's parent or the persons for that visit will be indefinitely suspended.

Familial Visitation

1. All visitors for detainees must be approved for visitation in the JCS32, Person Contact Information listed for the specific detainee.
2. Visitation is held daily from 5:30 p.m. to 7:00 p.m. for girls and 7:00 p.m. to 8:30 p.m. for boys.
3. The Probation Counselor is charged with making special arrangements for visitations with approval from the DSB Manager or other Administrator prior to any special visit.
4. Detainees are limited to two (2) visitors at one time.
5. Only the authorized visitors will be allowed in the secure Detention Center. All others will remain in the first floor lobby area.
6. Each visit is limited to thirty (30) minutes.
7. If a parent has been denied visitation rights by the court, the Detention Center shall honor the court's order and deny visitation to that parent.
8. The visiting area will permit communication, including the opportunity for acceptable levels of physical contact. When necessary for security reasons, non-contact visitation may be provided.

Special Visitation

Special arrangements will be made for the following:

1. Visitors from long distances (parents, grandparents, and siblings over eighteen (18);
2. Between detainees and community workers (treatment professionals, and social workers);
3. Visitors that work during the visitation period;

4. The Probation Counselor and the DSB Deputy Administrator or DSB Manager must approve the special visits;
5. Special visits are approved for one (1) visit only.
6. Should the Detention Center be informed in a timely manner of the verifiable death or critical illness of an immediate family member, the detainee, at the request of the family, with the written permission of the Chief Probation Officer of the Children's Bureau and the Judge of the Juvenile Court of Memphis and Shelby County, whenever statutes and circumstances allow, shall be allowed to go to the bedside or visitation services preceding the funeral under secure escort provided by the Detention Services Bureau, Transportation Division.

Court Personnel Visitation

The following rules apply when Court Personnel are visiting detainees in the Detention Center:

1. Any time court personnel or other authorized personnel entering the Detention Center for the purpose of visiting a detainee, will sign the Sign-Out Record for Detained Children, JC-105, located on the detention unit in the appropriate Control Booth.
2. The following times are restricted for visitation by court personnel:
   i. Shift Change
   ii. G.O.A.L.S. Program
   iii. Scheduled meal times
   iv. Non Detention Services Bureau personnel will obey commands issued by the Lead Detention Officer or other higher authority when it is necessary for them to leave the area or assist in some manner in the event of an emergency.
   v. Regularly scheduled school sessions
   vi. Visitation time(s) and days are subject to change according to programmatic scheduling.

Other Agency Visitation

The following applies to all other visitors coming into the Detention Center:

1. Attorneys representing a detainee may visit at any time other than "No Movement" times unless the facility is in a state of emergency and security of the facility would otherwise be at risk.
2. Clergy, approved by the parent or guardian may visit at any time other than "No Movement" times unless the facility is in a state of emergency and security of the facility would otherwise be at risk.
3. Other appropriate outside agencies such as assigned therapists, assessors for a therapeutic service, etc... may visit detainees but must be pre-approved by the probation counselor assigned to the detainee's case or the Office of Clinical Services. They may visit at any time other than "No Movement" times unless the facility is in a state of emergency and security of the facility would otherwise be at risk.
4. All visitors coming into the Detention Center will be required to produce proper identification and sign into the Lobby Guard.

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	Policy # VI-25
	Review: June
	DETAINEE TELEPHONE USE
Chapter: Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-5A-11, 3-JDF-5G-11 and 11-1

SUBJECT: DETAINEE TELEPHONE USE

I. PURPOSE

To establish the Detention Services Bureau's policy governing the detainee's making and receiving telephone calls.

II. POLICY

The Detention Services Bureau shall provide sufficient telephone facilities to permit reasonable and equitable access to all detainees.

III. PROCEDURES

A. Intake Telephone Access

Upon the detainee's arrival at the Central Detention Control, Admissions Section of the Detention Services Bureau, the admissions personnel will immediately notify the detainee's parent or guardian of their arrival at the Detention Center. The detainee shall be afforded two (2) local or collect long distance telephone calls to family members, attorneys or other approved individuals during the admissions process.

Detainees with hearing and/or speech disabilities, and detainees who wish to communicate with parties who have such disabilities, shall be afforded access to Telecommunication Relay Services by dialing 711, a free, public service provided by the Federal Communications Commission.

B. Detention Center Telephone Access

1. While detained in the Detention Center, detainees are afforded the use of telephone privileges.
   i. Detainees shall be afforded one (1) phone call daily.
   ii. Detainees **<u>may not</u>** contact victims, with the exception of the victims of domestic violence when the victim is the parent or guardian, or co-defendants in their case. Should the Detention Services Bureau be notified by the Victims' Coordinator or any other such entity at any time that the victim in any case has been contacted by a detainee in the Detention Center, the telephone privileges will be suspended.
   iii. Phone calls are not to exceed fifteen (15) minutes in duration.
   iv. Additional phone calls may be earned through positive reinforcement as determined by the Detention Services Bureau Administrator.
   v. Misuse of the phone privilege may result in suspension of that privilege through the Detention Services Bureau Policy and Procedure, Detainee Disciplinary Procedures, VII-2.

vi. Phone privileges may be suspended as a result of a behavior in the Detention Center and a consequence through the Detainee Disciplinary Procedure, VII-2 for safety or security concerns.

vii. Phone calls may take place at the following times during the detention schedule:
   1. Scheduled leisure time;
   2. Visitation;
   3. Non-school hours;
   4. Recreation period other than the required one (1) hour large muscle activity.

viii. Phone calls may not take place at the following times during the detention schedule:
   1. School hours;
   2. Meal times;
   3. Required recreation times;
   4. Showers;
   5. Cease Movement of any kind;
   6. Any emergency on the residential units or throughout the bureau.

2. A detainee will only be allowed to receive calls by advance arrangements between the assigned Probation Counselor and the Detention Services Bureau Manager or designee and the calling party – with the exception of emergency calls, which will be authorized by the Shift Supervisor and supervised by the Probation Counselor for the detainee.
3. All telephone calls will be documented in the JCS32 electronic case file, Phone Activity Log.

C. Detention Center Telephone Use

1. All phone calls from the Detention Center are collect.
2. All telephone calls must be documented by the Detention Officer in the JCS32 electronic case file, Phone Activity Log.
3. In the event the detainee is attempting to call his/her parent or guardian (or other approved individual) on a cellular telephone, the parent or guardian will first receive a message from the Detention Phone indicating an attempted call from the Detention Center. The message will further instruct the parent, guardian or approved individual as to how they should proceed.

D. Hope Academy Telephone Access

No detainee will have access to telephone usage during school hours unless approved by the Detention Services Bureau Manager or higher authority.

In the event, it is determined that a parent/teacher telephone conference is necessary, the Hope Academy personnel shall notify in advance the Detention Services Bureau Manager or designee that such a conference is indicated. Arrangements will be made to prepare for and execute the phone counseling session and/or conference at that time.

	Policy # VI-26 Review: June **DETAINEE CORRESPONDENCE**
Chapter: Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-5A-02;5G-02,04,07,08;5H-02 TCI 1400-3-.11

SUBJECT: DETAINEE CORRESPONDENCE

I. PURPOSE

To encourage detainees to maintain ties with their families and community via written correspondence

II. DEFINITIONS

General Correspondence - Mail between a detainee and someone other than those approved for privileged correspondence.

Privileged Correspondence - Mail between a detainee and any one of the following:

- The detainee's attorney
- Judges and clerks of federal, state, and local courts
- The President, Vice President, and Attorney General of the United States
- Any member of the United States Congress
- The Governor, Lieutenant Governor, and Attorney General of the State of Tennessee
- Ambassadors.

III. POLICY

Detainees at the Detention Center are ensured of access to family and community by the sending and receiving of mail and are assured of all rights and privileges concerning correspondence.

IV. PROCEDURES

Privileged Correspondence

- Never opened, inspected, or censored in any manner.
- If detainee cannot afford to pay postage, it is mailed at the Center's expense.
- This extends only to first class mail.
- Unlimited mailing of letters and legal correspondence.
- Treated as privileged correspondence only if name and official issue of sender or addressee appears on the envelope.

General Correspondence-Outgoing Mail

- Detainees are allowed to send letters to whomever they choose with the exception of other detainees housed within the detention center or housed as residents or inmates of other penal institutions, jails, correctional institutions or any derivatives thereof.

- Outgoing mail is never opened, inspected, or censored in any manner, except when ordered by the Court.
- Detainees are afforded the opportunity to send two (2) letters per week at Detention Center's expense. Detainees can send an unlimited number of letters at their own expense.

General Correspondence-Incoming Mail

- Detainees may receive an unlimited volume of mail.
- No Detainee shall be allowed to receive correspondence from other detainees housed within the detention center or housed as residents or inmates of another penal institution, jail, correctional institution or any derivative thereof. All correspondence of this nature will be logged in the Mail Logbook by the Detention Manager and returned to sender.
- All general correspondence is opened by the Detention Manager and inspected for money or contraband, but not read or censored, and the Detention Manager initials each envelope.
- The Detention Manager forwards the correspondence to the appropriate living unit for the detainee's review. The correspondence is then kept in the detainee's folder to be given to the detainee upon his/her release from the facility.
- Letters are read or censored and documented in the Mail Logbook by the Detention Manager upon evidence of any of the following:
  - Plans for sending contraband
  - Plans for criminal activity, escape
  - Information which, if communicated, would create a clear and present danger to the security of the Detention Center
  - Obscene or lewd literature/material
- If the Detention Manager determines that the mail should be read:
  - The detainee is told in advance.
  - The detainee is present.
  - The action is documented in the Mail Logbook.
- If the Detention Manager approves that the mail should be rejected:
  - The correspondence is returned to sender with a letter from the DSB Administrator indicating the letter was being returned to them due to inappropriate material.
  - The letter should indicate that the matter may be discussed further with the DSB Administrator and contain contact information.
- In cases where money is found, it is removed and returned to the sender and:
  - A report is made of money received, which includes the name(s) of detainee(s), the amount of money, and whether it is cash, check, or money order.
  - This report is submitted to the DSB Administrator after completing mail inspection.
  - The Detention Manager ensures that the money is returned to the sender.
- In cases where contraband is found, it is removed by the Detention Manager or designee for disposal.
  - A log is kept of items removed, which includes the name(s) of the detainee(s),

the item, and the sender.

- The Mail Logbook shall be initialed by the Detention Manager and the detainee, which shall serve as notice of the received and rejected contraband.

Packages

- All packages will be returned to sender.
- Money found in mail is recorded on the Central Detention Control Log Sheet and placed in an envelope. The detainee's name, amount of money, and the staff's name are written on the envelope, along with the sender's name and address.
  - The Admission staff submits the envelope to the Supervisor, who counts the contents and signs the envelope in the presence of the staff. If it is before 4:30 p.m., the Supervisor turns the envelope in to the Detention Manager that day. If it is after 4:30 p.m., the envelope is secured in the Admission's office and turned in to the Detention Manager the next working day. This is recorded in the Supervisor's Log.
  - When the sealed envelope is received by the Detention Manager, it is opened and the money, counted in the presence of the Supervisor.
  - The money is returned to the sender.
- Books, magazines, newspapers, and other printed matter are approved for detainees unless deemed obscene or constitute a direct or indirect threat to the safety and order of the Detention Center.

Collection and Distribution

- Incoming and outgoing mail is not held for more than 24 hours, except holidays and Sundays.
  - Staff does distribution of mail only.
  - Mail is never placed in any location for youth to come and look for their own.
  - Supervisor forwards letters and magazines to the detainee after their release.
- Detainees are informed of this correspondence policy during orientation.
- Upon discharge or release, all detainees' mail will be forwarded to the home of record, unless another address is provided via discharge/release procedures.

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	Policy #VI-27 Review: June **TELEVISION AND VIDEOTAPES/DVD USE IN DETENTION**
Chapter: : Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: ACA Standard: 3-JDF-3D-05

SUBJECT: TELEVISION AND VIDEO/DVD USE IN DETENTION

I. PURPOSE

To regulate exposure of detainees to unsuitable content either through the improper use of the television or videotapes/DVD.

II. POLICY

Television use within the detention center is restricted to educational programming. With the approval of the Shift Supervisor, other programming can be viewed under special circumstances. The use of videotapes/DVD within the detention center is restricted to approved movies with a rating not to exceed PG-13.

III. PROCEDURES TELEVISION

Television use within the detention center is strictly monitored and is limited to the following programming only:

1. Educational programming
2. Pre-approved programming of a special nature

Programming outside the educational programming parameters can only be approved by the DSB Manager or higher authority. At no time will News Programming be authorized for viewing. This applies to all shifts, regardless of whether detainees are present on the unit or not. If the DSB Manager or higher authority is unavailable, the Shift Supervisor on duty is authorized to give the necessary approval.

Television sets and radios are restricted to those provided by the court in the locations in which they are positioned and may not be moved at any time.

VIDEOTAPE/DVD USEAGE

The DSB Manager or higher authority must approve any videotape/DVD that is played within the detention center before its use. If the DSB Manager or higher authority is unavailable, the Supervisor on duty is authorized to give the necessary approval.

1. Videotapes/DVDs that are rated higher than PG-13 or contain inappropriate sexual content, violence or language will not be permitted under any circumstance.
2. No personal video devices are authorized in the detention center at any time.
3. Viewing of inappropriate material is prohibited even if no detainees are present on the unit at the time.

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	Policy # VI-28
	Review: June
	ROOM/DETENTION SECURITY CHECK
Chapter: Chapter: Security Rules and Regulations Revised: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-3E-04; 3C-07

SUBJECT: ROOM/DETENTION SECURITY CHECK

I. PURPOSE

To establish a procedure to ensure routine supervision of detainees who are in their assigned rooms on the detention units.

II. POLICY

It is the policy of the Detention Services Bureau to perform routine security inspections of each room in order to ensure the safety and welfare of the detainees.

III. DEFINITIONS

Command – The Control Booth Operator assigned to Central Detention Control.

IV. PROCEDURES

INDIVIDUAL ROOM CHECKS

Room and detention security checks are to be performed anytime detainees are secured in their individual rooms. The following procedures shall apply:

1. The intervals between routine security checks can be no more than fifteen (15) minutes.
2. The Detention Officer assigned to the security checks of the detainees on each detention unit must make radio contact with Command at the conclusion of each security check to advise of the same. Command will notate the security check in the Central Detention Control Logbook by notating the time of the security check, the unit on which it is being conducted and by whom by way of the Detention Officer's Badge Number.
3. Each security check will be logged into the until control booth logbook on the respective units at the time of the security check. The Detention Officer making the actual security check must coincide with that entry made on both the unit logbook and the entry by Command into the Central Detention Control Logbook.
4. The routine security check conducted by the Detention Officer must include a visual observation of the detainee and observance of his/her behavior at the time of the check.
5. Each Lead Detention Officer or Senior Detention Officer is responsible for assigning a Detention Officer the task of performing Room Security Checks. The assigned personnel shall be noted in the Unit Logbook at the beginning of each shift by the Lead or Senior Detention Officer making such assignments.
6. No task will interrupt the performance of the security checks.
7. Failure to make routine security checks is grounds for disciplinary action up to and including dismissal.

CLOSED STATUS ROOM CHECKS

The following procedure shall apply relative to security checks of detainees who are placed on closed status. For additional policy information, refer to Detention Services Bureau Policy VII-2 and VII-3.

1. A Closed Status Classification Observation Log, JC-154 must be affixed to the outside of the detainee's door.
2. The intervals between routine security checks can be no more than fifteen (15) minutes. Each fifteen (15) minute check must be logged and initialed on the JC-154 at the appropriate interval. Indication of the observance of the detainee's behavior at the time of the security check must be recorded according to the specified codes on the form.
3. The Detention Officer assigned to the security checks of the detainees on each detention unit must make radio contact with Command at the conclusion of each security check to advise of the same. Command will notate the security check in the Central Detention Control Logbook by notating the time of the security check, the unit on which it is being conducted and by whom by way of the Detention Officer's Badge Number.
4. Each security check will be logged into the until control booth logbook on the respective units at the time of the security check. The Detention Officer making the actual security check must coincide with that entry made on both the unit logbook and the entry by Command into the Central Detention Control Logbook.
5. The routine security check conducted by the Detention Officer must include a visual observation of the detainee and observance of his/her behavior at the time of the check.
6. Each Lead Detention Officer or Senior Detention Officer is responsible for assigning a Detention Officer the task of performing Room Security Checks. The assigned personnel shall be noted in the Unit Logbook at the beginning of each shift by the Lead or Senior Detention Officer making such assignments.
7. No task will interrupt the performance of the security checks.
8. Failure to make routine security checks is grounds for disciplinary action up to and including dismissal.

TIME-OUT ROOM RESTRICTION CHECKS

The following procedure shall apply relative to security checks of detainees who are placed on closed status. For additional policy information, refer to Detention Services Bureau Policy VII-2 and VII-3.

1. A Time Out/Room Restriction Observation Log, JC-154A must be affixed to the outside of the detainee's door.
2. The intervals between routine security checks can be no more than fifteen (15) minutes. Each fifteen (15) minute check must be logged and initialed on the JC-154 at the appropriate interval. Indication of the observance of the detainee's behavior at the time of the security check must be recorded according to the specified codes on the form.
3. The Detention Officer assigned to the security checks of the detainees on each detention unit must make radio contact with Command at the conclusion of each security check to advise of the same. Command will notate the security check in the Central Detention Control Logbook by notating the time of the security check, the unit on which it is being conducted and by whom by way of

the Detention Officer's Badge Number.

4. Each security check will be logged into the until control booth logbook on the respective units at the time of the security check. The Detention Officer making the actual security check must coincide with that entry made on both the unit logbook and the entry by Command into the Central Detention Control Logbook.
5. The routine security check conducted by the Detention Officer must include a visual observation of the detainee and observance of his/her behavior at the time of the check.
6. Each Lead Detention Officer or Senior Detention Officer is responsible for assigning a Detention Officer the task of performing Room Security Checks. The assigned personnel shall be noted in the Unit Logbook at the beginning of each shift by the Lead or Senior Detention Officer making such assignments.
7. No task will interrupt the performance of the security checks.
8. Failure to make routine security checks is grounds for disciplinary action up to and including dismissal.

CONFINEMENT AUTHORIZATION AND REVIEW

1. The B Shift Supervisor shall complete and submit a Detainee Confinement Report, JC-157B, daily to the Detention Services Bureau Manager detailing each detainee in confinement on each detention unit.
2. All detainees placed in confinement, whether Closed Status or Time- Out/Room Restriction, shall be visited at least once each day by the Detention Services Bureau Manager or designee and documented in the JCS32 Visitor's Activity Log as well as on the Detainee Confinement Report, JC-157B.

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	Policy # VI-29
	Review: June
	SECURITY INSPECTIONS
Chapter: **SECURITY RULES AND REGULATIONS** *Revised: January 15, 2013* Reviewed by: ***Signatures on file in Administrator's Office***	Related Standards: 3-JDF-3A-9;10;11;12

I. PURPOSE

To establish a procedure to assist in maintaining facility security through inspections.

II. DEFINITIONS

Detention Center Log Sheet, JC-152 – A daily shift report on the activities during a shift prepared by a Shift Supervisor and/or correctional staff submitted to the Detention Services Bureau Manager at the end of the shift. Document retention period for this document is 3 years.

Security Devices - Locks, gates, doors, bars, fences, ceilings, floors, walls, and windows used to confine and control detainees. Also, electronic monitoring equipment, security alarm systems, security light units, auxiliary supply, and other areas/equipment used to maintain facility safety and security.

III. POLICY

It is the policy of the Detention Services Bureau of the Juvenile Court of Memphis and Shelby County to perform and document routine security inspections in order to ensure the safe and orderly operation of the facility.

IV. PROCEDURES

The Shift Supervisor shall ensure that daily security, sanitation, and safety checks are completed and documented accordingly on their respective shifts.

SHIFT SUPERVISORS ARE RESPONSIBLE FOR SECURING AND INSPECTING THE FOLLOWING ON EACH SHIFT:

1. All housing unit showers
2. Medical rooms for security and sanitation
3. Recreation yards
4. Property area
5. All fire exits located within the Detention Services Bureau area will be manually checked (opened/closed).
6. All housing unit activity areas and offices
7. Staff rest rooms
8. Trash control
9. Conduct searches of all housing units' common areas
10. Random cell searches
11. HOPE Academy classrooms
12. Libraries
13. Visitation areas
14. Admissions and release area,

15. Staff appearance
16. Laundry dryer lint traps

INTERCOM SYSTEM/FIRE ALARM SYSTEM

These are to be monitored on a daily basis by the Central Control Booth Operator of Central Detention Control. Any malfunctions are to be reported immediately to the Shift Supervisor on duty.

EMERGENCY EXIT DOORS

Emergency exit doors in each housing unit are to be inspected on each shift by the Shift Supervisor. The inspection of all emergency exit doors will be documented on the JC-152. If for any reason an emergency exit door does not open quickly and easily, the inspecting Supervisor shall notify the DSB Manager and maintenance department.

DOCUMENTATION

1. Permanent logs shall be maintained that record emergency situations, unusual incidents, and other pertinent information regarding security inspections. Each Shift Supervisor will document and record any deficiencies daily the JC-152 and in the logbook.
2. The DSB Manager will review the Detention Center Log Sheet JC-152 and determine which security deficiencies require maintenance action and see that this is handled immediately.
3. Any severe breech in security is to be brought to the immediate attention of the DSB Administrator and DSB Deputy Administrator.
4. Weekly, the DSB Manager/designee will inspect any security device that was reported defective during the past week to insure it is now working properly.

INTERVALS FOR INSPECTION/REPORTING

1. All detention officers will conduct an inspection of their post before accepting the post. The inspection and any discrepancies found will be noted in the housing unit permanent logbook and on the JC-152. Anything requiring maintenance will have a Request for Maintenance Services JC-106A filled out on it and forwarded to the Director of Administrative Services or designee immediately. An Incident Report JC-142 may also be completed, depending upon the severity of the discrepancy.
2. Each Shift Supervisor will conduct a daily inspection of the detainee housing areas including holidays and weekends and document on the Shift Supervisor's Detention Center Log Sheet JC-152. Unoccupied areas will be inspected weekly.
3. All security features will be inspected once a week by a Shift Supervisor or designee. The Weekly Detention Center Inspection Form shall be utilized to ensure inspection and maintenance of all security devices and corrective action is initiated when necessary. All discrepancies will be noted on a Detention Request for Maintenance Services, JC-106C form and documented in the Detention Services Bureau Maintenance Database prior to forwarding to the Juvenile Court Facilities Maintenance Department. Once completed, the Weekly Detention Center Inspection Form will be forwarded to the DSB Manager for review.

The DSB Administrator/designee, DSB Deputy Administrator, and designated bureau administrators will visit the living and activity areas at least weekly to encourage informal contact with staff and detainees and to informally observe living and working conditions.

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	Policy # VI-30
	Review: June
	Detainee Movement
Chapter: : Chapter: Security Rules and Regulations *Reviewed: January 15, 2013* Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-3A-02, 04, 07, 08, 14

SUBJECT Detainee Movement

I. PURPOSE

To set forth procedures for the control and supervision of detainee movement to and from authorized locations throughout the facility.

II. Definitions

Class I Cease Movement – classification of movement within the facility that requires no movement of residents and no movement of personnel who are not assigned to the Detention Services Bureau. All movement within the facility ceases except that movement which is required to complete the task at hand until directed by DSB personnel.

Class II Cease Movement – classification of movement within the facility that requires no movement of residents but will allow personnel not assigned to the Detention Services Bureau already on the units to exit the residential units.

Class III Cease Movement – classification of movement within the facility that requires no entrance onto the residential units by personnel not assigned to the Detention Services Bureau. Personnel already on the residential units will have exit only privileges.

III. POLICY

To ensure detainee, staff and public safety, detainees shall never be left unsupervised in any area inside or outside the facility. Direct staff supervision is intended to reduce reliance on security hardware and to promote a positive relationship between staff and detainees as the primary means of control.

IV. PROCEDURES

MOVEMENT WITHIN THE DETENTION UNIT

- The detention officer shall be aware of the location of all detainees assigned to that unit at all times.
- Officers shall know the exact count assigned to their unit at all times.
- All detainees must receive permission from a detention officer to go from one section to another.
- The detention officers shall make periodic informal counts to ensure the earliest possible detection of an absent detainee.

MOVEMENT OUTSIDE THE DETENTION UNIT

- Anytime the detainees are moved from one area to another, an informal count of the detainees should be conducted. This should be conducted at the beginning and end of each movement. To ensure an accurate count, the number of detainees to be moved will be determined.
- When moving groups of detainees from one area of the facility to another, one officer shall walk behind the group in an effort to detect a detainee attempting to leave the group.
- In the event a detainee leaves the area for an official and authorized reason, he or she must be escorted by a staff member pursuant to DSB Policy VI-17, Escorting Detainees.
- The detention officer escorting the detainee will advise the control booth operator on the unit of the move via radio, intercom and or telephone.
- The movement count should be conducted in the same manner every time:
    - The detainees should be lined up in a single line, everyone one facing forward.
    - Detainees should raise their right hand and count off going from the front of the line to the back of the line.
    - The Detention Officers should be positioned in the same manner as when the detainees are actually in the process of moving, example: One Detention Officer at each end of the line with other Detention Officers stationed at positions dividing the line of the detainees into equal segments.
    - The detention officer in charge of the move should physically see each detainee.

EMERGENCY MASS MOVEMENT

- Emergency mass movement of detainees may occur in the event of fire, bomb threat, disturbance, natural disaster, etc.
- The Shift Supervisor, in accordance with the facility evacuation procedures, in DSB Policy VI-6, Emergency Evacuation Plan, will direct the detainees to a designated area of the facility.
- All available staff that are not assigned to a specific post will observe the detainee movement, keeping alert to prevent an escape or disturbance.
- As soon as is practical following the movement and containment, a count will be taken and reported to the Central Control Booth Operator.
- In the event detainees are directed to the outside area, the Shift Supervisor will post perimeter security.

CEASE MOVEMENT

At certain times throughout the day all movement within the facility must cease. Movement by personnel not assigned to the Detention Services Bureau will be restricted or prohibited during these times for safety and/or security reasons dependent upon the classification of the cease movement. Stopping movement within the facility is classified as follows:

Class I

- CODE BLUE — Assistance Required
- CODE WHITE — Medical Emergency
- CODE GREEN — Escape
  Lost Key

Class II

- Formal Count

Class III

- Meal Time
- G.O.A.L.S. Programming

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	Policy # VI-31 Review: June
	Fire Prevention Procedures and Equipment
Chapter **Security Rules and Regulations** *Reviewed: May 22, 2013* **Reviewed by: *Signature on file in Administrator's Office***	Related Standards: 3-JDF-3B-01; 02; 04

SUBJECT: Fire Prevention Procedures and Equipment

I. PURPOSE

To describe the fire inspection and safety procedures and that will be used at the Juvenile Court Detention Center.

II. POLICY

The Fire and Safety Inspector is designated to inspect, test, and advise on the facility's fire prevention and safety program.

III. DEFINITIONS:

Fire and Safety Inspector- An Employee designated by the Detention Services Bureau Administrator who has completed the required training.

IV. PROCEDURES

Detention Services Bureau promotes the understanding that the important aspect of an effective fire protection program is prevention. Employees will be constantly alert for fire hazards, such as altered electrical outlets, overloaded electrical units, expended fire extinguishers, and improper trash storage. Employees will make fire prevention a basic part of their daily activities by detecting, reporting, and correcting any fire hazard.

All employees will be attentive to maintaining good housekeeping to augment fire safety. This will include the Fire and Safety Inspector ensuring the following: proper storage of combustible materials pursuant to DSB Policy VI-8, inspection of emergency equipment and inspection of fire control equipment regularly. Annual service on fire extinguishers is maintained through a contractual agreement maintained through Facility Maintenance.

INSPECTIONS

A. Monthly Inspections

A monthly inspection by the Fire and Safety Inspector utilizing the Detention Services Bureau Checklist for Monthly Fire/Safety Inspections, JC-269A, will be in place to ensure the following:

a) All exits in the facility meet applicable codes and standards are checked and for proper illumination,
b) All smoke detectors are clear and operable
c) All evacuation routes are clear from debris

d) Emergency equipment is available
e) All fire extinguishers are fully charged and available
f) The chemical rooms and storage areas are cleaned/stocked/appropriately secured,
g) The Detention Services Bureau Checklist for Monthly Fire/Safety Inspections, JC-269A, shall be completed and signed by the Fire and Safety Inspector each month, reviewed, and signed by a Shift Supervisor.

B. Weekly Inspections

A weekly inspection by the Fire and Safety Inspector utilizing the Detention Services Bureau Checklist for Weekly Fire/Safety Inspections, JC-269, will be in place to ensure the following:

a. All evacuation routes are clear
b. Touch screens on residential units are operable
c. Storage rooms are clean and doors are secure
d. Exits are clear, functional and posted
e. Hazardous Material Cabinet is secure
f. Floors are clear of water and spills
g. Fire/Emergency equipment is available
h. Observation of any electrical hazards
i. The Detention Services Bureau Checklist for Weekly Fire/Safety Inspections, JC-269, shall be completed and signed by the Fire and Safety Inspector each week, reviewed and signed by a Shift Supervisor.

C. Annual Building Inspection

An annual inspection by local or state officials or other qualified person(s) shall be scheduled through the Facilities Maintenance Manager. A copy of the Inspection Survey shall be forwarded to the Detention Services Bureau Administrator or designee upon receipt by the Facilities Maintenance Manager. Any subsequent unscheduled inspections shall also performed in collaboration with the Facilities Maintenance Manager and copies of any Inspection Surveys shall be forwarded to the Detention Services Bureau Administrator/designee.

D. Inspection or Testing of Fire System

a. The fire alarm system shall be inspected and tested per the National Fire Protection Association 72, or most recent edition applicable to this type of facility, outlining inspection frequencies and provide to the parent agency, kept on file in the Facilities Maintenance Manager's Office with a written report confirming completion dates.
b. In the event scheduled maintenance on the Fire Monitoring System is indicated by either by the Facilities Maintenance Department or the assigned contractor for the fire alarm service agreement, the following procedure shall apply:
   i) All scheduled maintenance will be arranged through the Manager of Facilities Maintenance/designee.

ii) The assigned contractor for the fire alarm service agreement will be accompanied by a personnel member from Facilities Maintenance who shall advise the Shift Supervisor in Central Detention Control that the maintenance is in progress.
iii) In the event the Fire Monitoring System must go off line at any time, the Facilities Maintenance personnel will checkout a two-way radio from Central Detention Control and advise the Shift Supervisor accordingly.
iv) The Shift Supervisor will label the Fire Monitoring System computer with the appropriate sign indicating the time the system was taken off line.
v) The Shift Supervisor will note that the Fire Monitoring System has been taken off line, by whom, and at what time in the red Fire Drill Log Book.
vi) The Shift Supervisor will contact the assigned contractor for the fire alarm service agreement to notify them that the system will be taken off-line.
vii) The Fire Monitoring System will only be returned to its standard operating status upon the notification by Facilities Maintenance personnel at the time of the return of the two-way radio to the Shift Supervisor in the Detention Services Bureau.
viii) Should the Fire Monitoring System be off-line in excess of a two (2) hour period, the Shift Supervisor shall verify with Facilities Maintenance as to the status of the situation every two (2) hours until being notified in person and by receipt of the two-way radio that the system maintenance has been completed.
ix) The Shift Supervisor will contact the assigned contractor for the fire alarm service agreement to notify them that the system will return to standard operation.
x) At no time will the Shift Supervisor accept a verbal indication to either take the system off or return the system on line via a telephone conversation. Facilities Maintenance is required to checkout a two-way radio from Detention Services Bureau any time this procedure takes place.
xi) In the event a fire alarm is activated during a regularly scheduled maintenance while the Fire Monitoring System is off-line, Facilities Maintenance should be contacted via two-way radio immediately to determine if the alarm was accidentally activated during testing or if there is an emergency in the building. Should an emergency be determined, the Fire Department should be contacted via 9-1-1 and the Emergency Evacuation Procedures should be followed pursuant to DSB Policy and Procedure, VI-6.

E. EQUIPMENT

Equipment in the facility for emergency response is available such as a generator, a weather alert radio, and fire extinguishers.

All emergency power backup systems will be operated in accordance with applicable standards. The emergency power backup systems will include testing and logging of the date and results of such tests by Facility Maintenance.

Emergency generators will be inspected weekly by the Facility Maintenance Department.

The facility will have emergency backup lighting to provide sufficient illumination to egress areas and stairwells during emergencies.

Emergency means to communicate with outside agencies is available.

Automatic sprinklers are installed throughout the facility including the

housing units. Fire doors will not be blocked or propped in an open position.

There shall be an up to date inventory of all fire extinguishers located throughout the Detention Services Bureau. The same will be inspected monthly by the Detention Services Bureau's Fire and Safety Officer. Signed and dated documentation of the monthly inspection shall be submitted to the Detention Services Bureau Manager by the Fire and Safety Officer no later than the twenty-fifth (25) of each month. The inspection shall also be documented in the JCS32 Placement module under Searches and Inspections. Should the Fire and Safety Officer find any irregularities in any of the fire extinguishers, the Facilities Maintenance Manager should immediately be notified and a Detention Request for Maintenance Services, JC-106C be completed and submitted.

F. FIRE DRILLS

Fire drills will be conducted as per DSB Policy VI-6 Emergency Evacuation Plan to include the following guidelines:

- Drills will be conducted at least monthly on all shifts
- The Shift Supervisor will monitor drill operations and log the same in the JCS32 Placement Module Emergency Evaluation Drills.

G. RECEPTACLES FOR COMBUSTIBLES

Smoking at the Detention Center is prohibited. Trashcans will be available in the detainee living areas for disposal of common combustibles (i.e., paper). All containers are emptied and cleaned daily. The use of flammable liquids at the Detention Center is prohibited.

This policy and procedure is reviewed annually and updated as needed.

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	Policy # VI-32
	Review: June
	RECORDS AND DOCUMENTATION
Chapter: SECURITY RULES AND REGULAIONS *Reviewed: January 15, 2013* Reviewed by: ***Signatures on file in Administrator's Office***	Related Standards: ACA Standards: 3-JDF-1E-01 through 03; 3A-03

SUBJECT: RECORDS AND DOCUMENTATION

I. PURPOSE

To ensure that all significant information and occurrences within the facility are documented.

II. POLICY

The Detention Services Bureau shall establish electronic case records brought to the Detention Center by Law Enforcement for each juvenile. The Detention Services Bureau shall compile a daily population report to accurately report information on every detainee within the Detention Center for appropriate dissemination.

III. Definitions

Case Record – An organized compilation of written or electronic documents, reports, evaluations, notes, contacts, summaries, and other information pertaining to the provision/coordination of or referral for necessary services. Case records are those that are created and maintained by the Clerk of the Juvenile Court of Memphis and Shelby County.

Confidential/Privileged Information – Information that is subject to specific limitations on disclosure. Such information must be specifically labeled, handled, and stored in such a way as to guard against accidental or unauthorized disclosure. Case records' confidentiality is governed pursuant to T.C.A. 37-1-53.

Retention Schedule – A set of disposition instructions stating how long, where, and in what form records are to be stored. Retention schedules are set by the

IV. PROCEDURES

Electronic Case Records

A. Every juvenile brought to the attention of the Detention Services Bureau by Law Enforcement will have an electronic case record either created or updated in the JCS32 electronic case management system by the Probation Counselor B charged with the admission of the juvenile.
B. The establishment or updating of that electronic record's content shall include all information specifically detailed in Detention Services Bureau Policy and Procedure, VIII-2, Admissions.

C. Privacy of all juvenile records, electronic and paper is covered in the Tennessee Code Annotated Section 37-1-153.

D. At no time will any paper case records for any juvenile be left unsecured at any time. All case records, both electronic and paper shall be secured at all times so as to maintain the juvenile's right to privacy.

E. All juvenile electronic information is safeguarded and protected through specific identification assignments to each Detention Services Bureau employee which is further password protected. Identification assignments are made by the Information Technology Department upon employment assignment to the Detention Services Bureau.

F. All case records are maintained as a permanent record of the Juvenile Court of Memphis and Shelby County pursuant to the Shelby County Records Management for County Government Retention Schedule.

Morning Report

A. A permanent written or electronic daily log shall be maintained by the Detention Services Bureau according to the document retention schedule. The log, hereafter known as the "Morning Report" shall become a permanent record of that day's detention population information.

B. The Morning Report shall contain, at the very least, the following information on every detainee in the detention center:
   1) Detainee's Name;
   2) Detainee's Social File Number;
   3) Detainee's Age;
   4) Allegation;
   5) Date of Admission;
   6) Accumulated Days of Stay;
   7) Probation Officer assigned.

C. The Morning Report shall be available electronically to the following:
   1) Judge of the Juvenile Court of Memphis and Shelby County;
   2) Chief Administrative Officer/Chief Counsel;
   3) Chief Legal Officer;
   4) Chief Executive Secretary to the CAO/Chief Counsel;
   5) Director of Court Services;
   6) Chief Probation Officer;
   7) Deputy Chief Probation Officer;
   8) Administrator of Detention Services Bureau;
   9) Deputy Administrator of Detention Services Bureau;
   10) ACA Standards Coordinator.

D. All individual medical records shall be established and maintained under the principle of confidentiality. Access to these records shall be restricted to those authorized individuals who have a specific need to know. In the event of a transfer of a juvenile within the justice system, please refer to DSB Policy and Procedure XI-3.

E. Any unusual incident involving a juvenile shall be documented in a written incident report pursuant to DSB Policy and Procedure Incident Reporting, VII-3, and retained in a special investigation file in the Administrator of the Detention Services Bureau's Office. Unusual incidents include, but need not be limited to, the following:
   1) Aggressive behavior, e.g., threats, fights and assaults;
   2) Attempted and completed escapes;
   3) Suicidal threats and attempts;
   4) Any incident involving use of physical force by staff;
   5) Use of isolation;
   6) Use of mechanical restraints for reasons other than transportation;
   7) Injury to detainees or personnel.

F. This policy and procedure will be reviewed and updated annually as necessary by the Detention Services Bureau Administrator or designee.

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	Policy # VI-33
	Review: June
	TOOL CONTROL
Chapter: : Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-3A-23

SUBJECT: TOOL CONTROL

I. PURPOSE

To ensure the accountability and safe use of all tools, culinary, and medical equipment, including their appropriate storage, inventory, and supervision within the Detention Center.

II. POLICY

To maintain the security of the Detention Center, all tools, culinary, and medical equipment, including their appropriate storage, inventory, and supervision within the Detention Center shall be governed from the Central Detention Control when they are coming into the secure Detention Center.

III. DEFINITIONS:

Culinary Equipment – Tools used in the preparation of food within the secure kitchen area, as designated by the Food Service Manager or designee and the Detention Services Bureau Administrator excluding food service trays, pots and pans and other large items.

Medical Equipment – Permanent and disposable tools used in the performance of medical assessments exams and treatment.

Mechanical Restraints – Juvenile Court approved restraints for juveniles to include handcuffs, leg irons, waist belt and chain, and emergency restraint chair.

Tool – An implement, especially one held in the hand, for performing mechanical operations. For the purposes of this policy, culinary equipment and medical equipment will not be considered "tools".

IV. PROCEDURES

Culinary Equipment Control

A. The Food Services Manager or designee will maintain a current copy of the culinary equipment inventory and be accountable and responsible for all operations within their Division.

B. Detention Services Bureau personnel will be responsible for the accountability of eating utensils (sporks) issued to detainees with each meal.

C. As noted in the Detention Services Bureau Policy and Procedure, Food Services, X-4, no detainees or personnel other than Food Services personnel shall ever be allowed in the area where food is prepared at any time.

D. At no time are detainees or Detention Services Bureau personnel allowed any contact with any of the culinary equipment.
E. All culinary equipment shall remain within the secure kitchen area and the responsibility of the Food Services Division.

TOOL CONTROL

General Procedures

A. The Detention Services Bureau Manager shall designate a staff member as the Tool Control Officer to inspect and log any and all tools coming into the secure Detention Center.
B. All tools shall be inventoried and recorded onto the Tool Control Log, JC-106D as they enter the secure Detention Center and again upon departure from the secure Detention Center.
C. Detainees are forbidden the use of or access to any tools. Detainees may use cleaning items such as mop, brooms, and buckets and other common household items under direct supervision only.
D. The Shift Supervisor shall initiate a search of affected areas when items are reported lost or there is reasonable suspicion that a detainee may be in possession of a missing item.
E. When repairs are completed or work has ceased for the day, the Shift Supervisor shall ensure that working areas are thoroughly cleaned and inspected for contraband before allowing detainee access.
F. All completed JC-106D shall be routed to the Detention Services Bureau Manager for document appropriate document retention periods.

Lost Tools

A. When the assigned Tool Control Officer determines that a tool, which has entered the Detention Center, cannot be accounted for, the Shift Supervisor will be notified immediately.
B. The Shift Supervisor shall call for a Cease I Movement and secure the Detention Center.
C. A complete search of the Detention Center will be conducted, which may include but may not be limited to room searches and strip searches, for the lost tool until the item is recovered.
D. The Shift Supervisor will report and document the incident according to the Detention Services Bureau Policy and Procedure, Incident Reporting, VII-3.

Private Contract Repair and Maintenance Workers

A. All private contract repair and maintenance workers who are not employees of the Juvenile Court of Memphis and Shelby County shall be required to submit a copy of any inventory of tools they bring into the secure Detention Center.
B. The contractor shall submit to an inspection and inventory of all tools, toolboxes and equipment that could be used as weapons before entering and leaving the Detention Center.
C. Any contractor shall be accompanied throughout the Detention Center to ensure that security and safety precautions and procedures are followed at all times.

MEDICAL TOOL/INSTRUMENT STORAGE

A. Health Authority personnel shall:

i. Use appropriate security measures for controlling access to tools and instruments at all times;
ii. Maintain medical equipment, hand-held instruments, needles, syringes, and disposable sets in a secure area as determined by the Health Authority;
iii. Inventory of all needles, syringes, and related sharps shall be kept as indicated in the Detention Services Bureau Policy and Procedure, Medication Management, XI-4.
iv. Detainees are forbidden the use of or access to medical tools.
v. Detainees are forbidden to be unsupervised in any of the designated medical areas or Health Authority offices.

MECHANICAL RESTRAINTS INVENTORY AND STORAGE

A. All assigned mechanical restraints shall be attached to the Detention Officer to whom the restraints are assigned at all times. All unassigned mechanical restraints shall be stored a secured cabinet in the Detention Services Bureau Manager's office. Mechanical restraints that are assigned to the Control Booths, when not in use, shall remain in the secure control booths at all times.
B. The Detention Services Bureau Manager shall maintain an inventory of all mechanical restraints assigned to any personnel and control booths within the Detention Services Bureau.
C. The Detention Services Bureau Manager shall maintain an inventory of all unassigned mechanical restraints used in the Detention Services Bureau.
D. The Detention Services Bureau Manager shall maintain an inventory and a log of usage of the mechanical restraints in the Central Detention Control Booth for the purposes of transporting detainees. .
E. Restraint sign out logs shall be retained pursuant to the document retention schedule of current year plus one year.

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	Policy # VI-34
	Last Reviewed: November 30, 2010
	BEHAVIOR MANAGEMENT
Chapter: Chapter: Security Rules and Regulations Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-3C-01

SUBJECT: BEHAVIOR MANAGEMENT

I. PURPOSE

To ensure a behavior management system that places emphasis upon recognition and reinforcement of positive behaviors. Measures of accountability shall also be provided to deter negative behaviors.

II. POLICY

To provide a system of rewarding the positive behavior of individual detainees through the use of a standardized behavior management system designed to promote the development of self-control and to teach and encourage positive behavior and interaction with others. To give the detainees opportunities to understand and internalize appropriate behavior so that past mistakes are not repeated and growth and maturity are developed.

III. DEFINITIONS:

Positive Behavior Management System – A progressive status and privilege system designed to encourage positive behavior.

Fines – Penalties given for deliberate defiance of a rule or expected behavior or failure to correct behavior after a restriction is given.

Points – Rewards for completing assignments or benefits received as result of following prescribed behaviors.

Restriction – A written correction that follows a verbal correction and is noted on the Detainee Point Sheet, JC-220. It results from the detainee ignoring the verbal correction or for failure to correct behavior after being given a verbal correction. A restriction results in no points earned for that hour of activity.

Reward – A privilege, recognition or benefit that is granted in return for specific positive behavior or achievements.

Verbal Correction – A notice to the youth in a firm assertive manner that his/her behavior is not appropriate and a directive as to what the staff specifically wants him/her to do. There is no loss of points for a verbal correction.

IV. PROCEDURES

Eligibility

A detainee becomes eligible to participate in the Positive Behavior Management System after he/she has been provided orientation on the residential unit. Within the first twenty-four (24) hours, the detainee is orientated to the rules and regulations of the Detention Center including the behavioral point system and are made aware of what is expected of him/her. A detainee is not eligible for the Positive Behavior Management System if he/she is on Closed Status.

Participation

The Detention Center will utilize the Positive Behavior Management System, which is based on standard behavior modification principles and designed as a tool to help manage the behaviors of the detainees. The Detention Services Bureau will support the behavior management program through the consistent and fair application of awards and penalties.

1. The Detention Center will use the Detainee Point Sheet, JC-220 to award points for appropriate behaviors;
2. Each day a designated Detention Officer will be assigned, as a part of the daily post assignment, to complete the Detainee Point Sheets, JC-220, on the participating detainees.
3. Verbal correction, restrictions, and fines for inappropriate behavior; and
4. The awarding of privileges based upon the detainee's behavior.

The following are elements in the Positive Behavior Management System:

A. Positive Behavior Management System:
   1. The Detention Center will have a Positive Behavior Management System with a Detainee Point Sheet, JC-220, to record the points earned and penalties, which will be calculated daily and confirmed at bedtime for the detainees.
   2. Detainees will receive instructions about the Detention Center rules, possible sanctions for violating the rules, and the behavior management system during Detainee Orientation.

B. Earning Points
   1. The assigned Detention Officer designated to the Positive Behavior Management System for that shift will award the participating detainees all, some, or none of the points for the activities throughout the day. All of the points will be awarded when the detainee fully participates in the activity. Partial points will be awarded when the detainee's behavior approximates the desired behavior. No points will be awarded if the detainee does not participate in the activity.
   2. Points may be earned for demonstrating expected behavior in several program areas:
      - Wake up activities 0-3 pts
      - Room Clean up 0-3 pts
      - Breakfast Behavior 0-3 pts

- Recreation/Leisure Time 0-3 pts
- Lunch Behavior 0-3 pts
- Dinner Behavior 0-3 pts
- Line up (anytime) 0-3 pts
- Bedtime Behavior 0-3 pts
- Overall Behavior – Day 0-3 pts
- Extra Duties Performed 0-3 pts

C. Behavioral Expectations

Wake Up Behaviors	Room Clean Up
1. Gets up when called	1. Bed is organized properly Mattress on bed slab Blanket and sheet folded neatly Clothing folded neatly on mattress
2. Dresses appropriately	2. Nothing is on the floor
3. Brushes teeth	3. Only authorized items in room
4. Washes face	4. All surfaces are clean
5. Combs hair	5. No new graffiti in the room
6. Keeps up with the group	

Recreation/Leisure Time	Extra Duties Performed
1. Participates in activity as instructed	1. Completes the work detail assignment in cooperative manner and follows instruction
2.Obeys rules of the game	2. Does not waste time

Meal Periods	Line Movement
1. Receives food with a "thank you"	1. Lines up promptly without correction
2. Does not talk in cafeteria	2. Quiet in line
3. Does not swap/trade food without permission	3. Does not lean on walls
4. Follows directions	4. Keeps hands and feet to self
	5. Keeps hands behind back and and faces forward at all times

Bed Time	Overall Behavior -Day
1. Observes bedtime	1. Address staff with Sir or Ma'am
2. Completes necessary tasks prior to bedtime	2. Cooperative and participates in activities
3. Remains quiet and orderly and does not disturb others	3. Does not disrupt volunteer activities or other programming when attending
	4. Follows staff directions and does not engage in loud or unruly behavior
	5. Respectful
	6. Does not disrupt activities
	7. Proper room decorum

D. Rewards

The designated Detention Officer at the conclusion of each day's activities will calculate each detainee's points earned on the Detainee Point Sheet, JC-220.

- A detainee must earn a minimum of 50 points each day to receive additional privileges outside of the rights designated to him/her in the Detention Services Bureau Policy and Procedure.
- A detainee must have received not more than two (2) restrictions or fines, or a combination of both equaling two (2) each day to receive additional privileges outside of the rights designated to him/her in the Detention Services Bureau Policy and Procedure.
- A detainee must not have received any room restriction or Closed Status or any disciplinary room confinement to receive additional privileges outside of the rights designated to him/her in the Detention Services Bureau Policy and Procedure.
- If a detainee is suspended or expelled from school, that detainee will not be able to receive any rewards or use of any type of reward for the duration of their suspension or expulsion.
- Any time a detainee refuses to attend school, that detainee will not be able to receive any points or use of any type of rewards for the period they refuse to attend school.

E. Privileges and Reward Assignment

One (1) Additional Phone Call 25 Points One Extra Fifteen (15) Minute Wii Session 50 Points Bonus Recreation Time (30 minutes) 75 Points

(There are no extra points charged for reading magazines or books, or watching television during regularly scheduled television periods.)

F. Penalties

Penalties are negative reinforcements designed to reduce the frequency of

misbehavior when rewards do not produce the desired behavior. Before a penalty is given, detainees will be given an explanation of the misbehavior and given a chance to explain his/her behavior. An explanation or excuse by the youth does not mean that the sanction will be removed.

The following types of penalties will be used:

a. Verbal Correction
b. Restriction
c. Fines

G. Appeals

Detainees may appeal restrictions, fines, and other matters related to the Positive Behavior Management System through the Youth Grievance Procedure. Detainees may complete a Grievance Form, JC-134. The Deputy Administrator will assign an Appeal Officer to hear appeals regarding the Positive Behavior Management System. The Appeal Officer will have the last say over disagreements regarding point calculation, use of points, and fines.

Detainees may file a grievance regarding bias treatment from staff, particularly prejudice against them based on race, color, national origin, or religion.

H. Negative Point Balance

When a detainee has a negative point balance or more than four (4) restrictions/fines, an appointment with the Deputy Administrator or designee will be scheduled within twenty-four (24) hours to counsel with the detainee to aid him/her in earning his/her way back to a positive point balance. No restrictions/fines will be removed from the Detainee Point Sheet, JC-220, when the counseling session has concluded.

The corrective action plan with the detainee can include writing a report for the Deputy Administrator or designee, 100 write offs in order to learn better ways to deal with conflict, anger, authority, etc.

While completing the requirements of the corrective action plan, the detainee will have no Detainee Point Sheet, JC-220. After the detainee completes the assignment, he/she will return to zero points and may once again begin earning points.

The detainee can use free time to meet corrective action plan requirements. He/she must not miss school to complete the corrective action plan requirements, nor will the detainee be denied any rights to complete the requirements.

Detainees who are not successful in completing the requires of a corrective action plan within one (1) week will be referred for consideration for a Special Management Plan to be determined by the Detention Services Bureau Administrator.

The Positive Behavior Management System Policy and Procedures shall prohibit the following:

1. Corporal punishment.
2. Group punishment
3. Physical and psychological degradation
4. Humiliation
5. Retaliation

Positive Behavior Management System Rules

1. The Detention Center has rules that are clear and emphasize the detainee's rights, responsibilities and consequences for rule violations. Rules and penalties are printed in the Detainee Overview Booklet and are posted in areas readily accessible to detainees.
2. Consequences or penalties are directly related to the seriousness of the inappropriate behavior.
3. Detainees should understand what behavior is a rule violation.
4. Privilege suspension must not include the loss of meals, clothing, sleep, health care services, school, exercise, and correspondence privileges. Contact with parents, guardians, or attorneys will never be denied.
5. Detainees are never permitted to discipline other detainees.
6. Before a penalty is given, detainees are given an explanation of the misbehavior and given a chance to explain his/her behavior. An explanation or excuse by the detainee does not mean that the sanction will be removed.
7. Detainees who are unresponsive to penalties as outlined in the program plan and continue to violate rules will have a Detainee Disciplinary Report, JC-142C, written. Detainees may have a total of up to 50 points reduced on their Detainee Point Sheet, JC-220, after a disciplinary hearing.
8. At a minimum, room confinement as the result of a disciplinary hearing for a Major Violation will result in the loss of the use of points for the number of days to be determined by the Disciplinary Hearing Officer.
9. Room restriction for minor misbehavior will be considered a time-out period for a minimum of 15 minutes and a maximum of 60 minutes. Detainees will be removed from the time-out as soon as the detainee demonstrates compliance with the rules.
10. Detainees who attempt to escape from the Detention Center will be placed on Closed Status at the discretion of the Detention Services Bureau Administrator and will not be allowed to participate in the Positive Behavior Management System.

Note: School behaviors are monitored during school hours by school personnel. Points earned will be forwarded at the week's end by the Hope Academy Behavioral Specialist to the Detention Bureau Supervisor to be added to the detainee's cumulative balance.

	Policy # VI-35
	Review:
	CRITICAL INCIDENT REVIEW
Chapter: Chapter: Security Rules and Regulations Revised: August 8, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards:

SUBJECT: CRITICAL INCIDENT REVIEW

I. PURPOSE

The purpose is to define critical incidents in the facility and to provide for a review of those incidents. The purpose of the review is to learn how to better address situations in that involve critical incidents within the Detention Center.

II. POLICY

In order to enhance the safety and security of the facility and prevent the recurrence of serious incidents in this facility, it is the policy of DSB to define critical incidents for the facility and provide for a debriefing to be conducted after each such incident.

III. DEFINITIONS:

Critical Incident- any sudden or powerful event that has a stressful impact sufficient enough to overwhelm the usually effective coping skills of an individual/group. Examples of incident types for review are: attempted/completed suicide, physical altercation between 3 or more juveniles, any incident resulting in serious injury of child or staff or any incident resulting in significant property damage.

Critical Incident Stress Management- a comprehensive approach to stress management that contains a wide range of programs and intervention strategies designed to prevent stress and/or assist personnel in managing and recovering from significant stress encountered at work.

Critical Incident Debriefing Committee- a committee responsible for reviewing critical incidents in order to learn how to better address situations that involve critical incidents within the Detention Center.

IV. PROCEDURES

1. Critical Incident Debriefing

- **a.** The DSB Administrator shall ensure that all critical incidents are followed by a formal debriefing process that includes but is not limited to the following:
  - **i.** A review of staff and youth actions during the incident;
  - **ii.** A review of the incidents' impact on staff and youth;
  - **iii.** Identification, referral or provision of services to mitigate the stress associated with the incident;

iv. A review of the corrective action taken and still needed;
v. Plan for improvement to avoid another incident.

b. The Critical Incident Debriefing Committee (CIDC) shall have the responsibility of implementing this debriefing process and shall be comprised of the following participants:
i. Deputy Administrator of DSB;
ii. Manager of DSB;
iii. Shift Supervisor;
iv. Medical Personnel;
v. Mental Health Personnel;
vi. DSB Personnel directly involved.

c. The Deputy Administrator of DSB, upon becoming aware that a critical incident has occurred, shall be responsible for convening the Critical Incident Debriefing Committee (CIDC). The debriefing shall be convened as soon as practicable and when all relevant incident report and video footage is available. The review will occur within thirty (30) days of the incident.

d. The CIDC shall review the following documents/video footage including but not limited to:
i. Incident Reports;
ii. Incident Statements;
iii. Daily Logs;
iv. Disciplinary and Hearing Reports;
v. Video Recordings;
vi. Photographs.

e. The Deputy Administrator shall complete a Critical Incident Report that summarizes the committees findings and recommendations for the following areas:
i. Account of incident
- Who was involved
- When did it happen
- Where did it occur
- What was the context of the incident

ii. Initial response to incident
- Describe the response of each individual to the incident including times and activities

iii. Damage assessment
- Provide description and details of damage

iv. Investigation
- Details about who was interviewed
- Visual observations made

v. Findings
- Provide summary of events as perceived by those interviewed
- Did policy cover the situation
- Were policies followed
- Was staff response timely and appropriate

vi. Actions required
- Recommendations to avoid similar situations

- What process improvements should be initiated should a similar situation occur
- What corrective action is required to regain full operation of the affected area

f. Findings and Recommendations will be forwarded to the DSB Administrator.

g. When appropriate, the findings of the CIDC shall be passed down to DSB staff.

2. Critical Incident Stress Management

a. The DSB Deputy Administrator shall assess the need for Critical Stress Management (CISM) after each critical incident or emergency.

b. Critical Incident Stress Management shall be required after any emergency that results in serious injury or death of a youth or staff.

c. When it has been determined that CISM is necessary, the Deputy Administrator shall notify the DSB Administrator. The Administrator shall notify the Director of Court Services and the Director of Administrative Services.

d. The Director of Court Services and the Director of Administrative Services shall arrange for the provision of any services to mitigate the stress associated with a critical incident.

DETENTION SERVICES BUREAU
CRITICAL INCIDENT REPORT

INCIDENT:

DATE AND LOCATION OF INCIDENT:

DESCRIPTION OF EVENT:

CRITICAL INCIDENT REVIEW DATE:

PRESENT AT REVIEW:

WHAT HAPPENED?:

CONTRIBUTING/KEY ISSUES:

RECOMMENDATIONS/CORRECTIVE ACTIONS:

	Policy #VII-1 Review: July **Detainee Rules of Conduct**
Chapter: DETAINEE'S RIGHTS/RULES AND DISCIPLINE Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: ACA Standard: 3-JDF-3C-02

SUBJECT: **Rules of Conduct**

I. PURPOSE

To describe detainee conduct that violates Detention Center rules and is prohibited in Detention Center.

II. DEFINITIONS

Extra Duty – For pre-adjudication detainees, extra duty is the assignment of sanitation tasks in one's living area. If the pre-adjudication detainee agrees, the extra duty may be performed throughout the facility. For adjudicated detainees, sanitation tasks may be assigned as extra duty throughout the facility.

Offense – The violation of a specific rule resulting in a disciplinary report.

Penalty – The punishment that is imposed following a disciplinary hearing. No detainee is to be punished except after a finding of guilt by a Hearing Officer and only according to the penalty schedule set out herein. In addition to punishment by facility authorities, detainees may be prosecuted by state or federal courts for delinquent conduct arising from the incident.

Rule – A written requirement as to conduct governing the safe and orderly operation of a facility. All rules governing the conduct of detainees, which could result in disciplinary actions, are contained in this policy.

III. DETENTION RULES

1. No profanity, loud talking, fighting, or use of hand language.
2. No smoking.
3. Juveniles and or parents are responsible for damage to Court property.
4. Show respect to adults by using Sir and Ma'am.
5. Follow detention officers' instructions promptly and without question.
6. Dress properly - shoes must be on, trousers pulled up and shirt tail in.
7. No paper or other personal articles or items on your person or in your room.
8. No foods, candy, or gum.
9. Use of telephone is not permitted, except as authorized by your Probation Officer.
10. Parents are promptly notified and informed of visiting hours.
11. No talking during meals.
12. Each detainee is responsible for the upkeep of his/her room. The occupant of each room is responsible for any damage done to the room as well as contraband found in the room.
13. No feet on chairs or furniture.

14. No more than one detainee in the bathroom unless supervised by a detention officer.
15. No talking in the TV area, except as directed by detention officers.

The use of the Dayroom is a privilege. The following behavior requires permission:

1. Talking.
2. Standing and walking about.
3. Going to the restroom.
4. Playing Games.
5. Using library material.

While in the Dayroom, the detainee must:

1. Sit straight in the chair assigned.
2. Wear clothing properly - shirts must be in trousers, shoes properly worn.
3. Not comb or plait hair unless approved by the Detention Officer.
4. Keep your hands off others.
5. Not talk about another person or about his friends and relatives.
6. Not damage or destroy property of the Court.

Failure to follow the above rules will result in the detainee's removal from the Dayroom.

IV. POLICY

Any action or attempted action by a detainee which violates established Detention Center rules and poses a threat to the safe and orderly operation of the facility. These actions shall be dealt with through appropriate disciplinary action following the guidelines for offenses and penalties set out herein.

Discipline will never be of a nature or administered in a way that will degrade or humiliate. The following actions will never be used as a means of discipline or punishment:

- Corporal punishment.
- Physical restraint.
- Psychological intimidation.
- Denial of regular meals.
- Denial of medical care.
- Denial of sufficient sleep.
- Denial of contact with parents/legal guardians.
- Denial of legal assistance.
- Forced exercise.

V. PROCEDURES

Notice of Offenses and Penalties

A copy of offenses and penalties shall be given, in writing, and explained to each detainee upon admission to the Detention Center during an orientation session. Any changes in the rules will be communicated to the detainees in writing. A copy of these offenses and penalties shall be posted in conspicuous locations throughout the Detention Center.

Minor Offenses

1. Being Out of Place – Being in an area that is designated through verbal, written, or posted orders as "off limits" to a specific detainee or detainees in general; being away without authorization from an appropriate supervisor, from the place of assignment such as dorm, work area, infirmary, etc.
2. Disorderly Conduct – Behavior such as loud talking or yelling, pushing, which creates a disturbance and/or disrupts the orderly operation of the Detention Center.
3. Failure to Follow Directives – Not following specific rules and/or orders, which have been designated for the clean, safe, orderly operation of the Detention Center. These include rules the detainees have been told of in advance through postings or have been given verbally by an employee of the Detention Center or person who has charge of the detainee at the time. This includes not following the procedures set up by the Detention Center for taking count.
4. Failure to Maintain Living Area – Being unsanitary or untidy; failure to keep one's living area in a sanitary and orderly condition in accordance with the Detention Center's standards.
5. Failure to Maintain Personal Hygiene – Being unsanitary or untidy; failing to keep one's person in accordance with the Detention Center's standards.
6. Possession of Gambling Paraphernalia – Having in one's control non-allowable items for use in operating or acting in any game of chance involving betting or wagering of goods or other valuables.
7. Possession of a Non-Allowable Item - Receiving or having in one's possession an item of any value which has been obtained through false pretenses, threats, or theft.
8. Profanity – Use of vulgar, obscene, or abusive words and/or phrases.

Major Offenses

1. Arson – Starting or causing to be started a fire, which could or does cause damage to persons(s) or property.
2. Assault – An attack upon the body of another person. This includes sexual assault or rape.
3. Assault on Staff – An attack by a detainee on the body of a staff member.
4. Conspiracy/Attempted – Encouraging, facilitating, or otherwise conspiring with others to commit any prohibited act.
5. Destruction/Alteration to Property – Destroying, changing, or damaging the property of the Detention Center or any other person.
6. Detaining a Person Against His Will – Keeping a person in or removing from an area without the agreement of the person who is being kept or removed. Example: Taking of hostages.
7. Escape/Attempted Escape – Leaving the grounds of an institution or from the custody of an employee outside the Detention Center without permission.
8. Fighting – Exchange of words or body contact in anger wherein no injury requiring medical attention occurs.
9. Forgery or Unauthorized Reproduction – Forging or reproducing without approval any document, article, identification, money, security or official paper.
10. Gambling – Operating or acting in any game of chance involving betting or waging of goods or other valuables.
11. Inciting or Rioting – rioting or inducing others to riot.
12. Insubordination – Failure to follow lawful orders.
13. Insurrection – Participating in or encouraging others to participate in

unauthorized activity. Examples: Work stoppage.

14. Intimidating or Threatening Another with Harm – Through actions or words, telling someone that harm will come to him.
15. Possession of Contraband – Having in one's control any item, which has not been approved by the Detention Center including weapons or any item, which has been altered for use as a weapon, intoxicants, and drug paraphernalia.
16. Possession of Stolen Property – Being in possession of property that belongs to someone else.
17. Repeated Violations of One or More Minor Offenses – Having been found guilty of more than three minor offenses in a one-week period.
18. Refusing to be Searched - Refusing to submit to a search, refusing to provide a urine or breath sample.
19. Self-Mutilation – Inflicting injury on one's self. For example, cutting on one's own body, tattooing.
20. Sexual Misconduct – Actions to include:
    - Taking part in sex act(s) where all parties agree to take part;
    - Exposing the genitals or buttocks to an employee or visitor, other than during a shower;
    - Masturbating where an employee, visitor, or other detainee can see the act.
21. Smoking/Possession of Tobacco Products, Including Lighters – Having in one's possession tobacco products or flammable causing instruments.
22. Theft – Unauthorized taking of something that belongs to someone else.
23. Unauthorized Use of Mail, Telephone, or Computer – Using the mail, a telephone, or a computer to commit fraud or theft, or against posted times and uses.
24. Use of Drugs or Other Intoxicants – Use of any drug or intoxicant, which has not been prescribed or approved for the detainee to use.

Penalties

The Hearing Officer can assess two of the penalties listed below after a determination of guilt:

Minor Offenses

1. Written reprimand;
2. Extra duty up to four hours;
3. Loss of one of the following:
    a. Privileges for a maximum of thirty (30) days;
    b. Special activities;
4. Room restriction up to 24 hours.

Major Offenses

1. Any penalty that can be assessed for a minor offense;
2. Room restriction up to five (5) days.

	Policy #VII-2 Review: July **Detainee Disciplinary Procedures**
Chapter: DETAINEE'S RIGHTS/RULES AND DISCIPLINE Reviewed: January 15, 2013 Reviewed by: ***Signatures on file in Administrator's office***	Related Standards: ACA Standards: 3-JDF-3C-05 through 21 TCI 1400-3-.08

Subject: Detainee Disciplinary Procedures

I. PURPOSE

To maintain a safe and orderly facility and to ensure that rule violations are responded to firmly, fairly and consistently and that due process requirements are followed.

II. DEFINITIONS

Disciplinary Hearing Officer – A person designated by the Detention Services Bureau (DSB) Administrator to hear offenses, determine guilt or innocence and impose appropriate discipline for rule violations. This person performs the same function(s) as a Disciplinary Board.

Disciplinary Report (JC-142C) – A written report prepared by a staff member that alleges an infraction(s) of **Detention Services Bureau** rules.

Due Process – A series of procedures, which must be followed to verify that rights are provided to the detainee prior to disciplinary action.

Investigative Officer – A person or persons designated by the DSB Administrator/designee to conduct the investigation of the disciplinary report prior to disciplinary hearings.

Incident Investigation Report (JC-142A) – A review of the basis for a Disciplinary Report to be conducted prior to issuance of the report, and again in some cases, in more detail, after the report is written. The investigation report may include interviews with witnesses and review of documents in order to clarify any information.

Pre-Hearing Detention – Placement of a detainee in segregation to provide for the safety of the detainee, other detainees or for the security of the institution, until such time as a hearing can be held.

Time Out – "A cooling off period" which can take place in a secure room with the door locked or unlocked for a minimum of 15 minutes to a maximum of 60 minutes, the time to be specified at the time of assignment.

III. POLICY

All alleged violations of Detention Services Bureau rules are to be dealt with through the established policies and procedures to establish that due process rights are afforded to the detainee and that the penalty imposed will be fair, impartially given and appropriate for the offense.

IV. PROCEDURES

NOTICE

These procedures are to be explained to each detainee upon admission to the facility during an orientation session.

RESOLUTION OF OFFENSES

VERBAL ACTION

Should a staff member believe conduct may properly be responded to by a reprimand, a warning, or a temporary activities restriction for 15-60 minutes and/or counseling, they may so respond. In this case no disciplinary report needs to be prepared. Examples of conduct, which may be handled in this manner, include, but are not limited to, failure to maintain a clean living area and failure to maintain personal hygiene.

Examples of activities which may be restricted include, but are not limited to, TV viewing and recreational activities. A report of this action may be made at the staff member's option.

Such reports may be placed in the detainee's file. The detainee may prepare a response to counseling reports, which will be placed with the report in the detainees' file, or file a grievance.

TIME OUT

1. If a staff member believes that an offense needs more than verbal action but less than a disciplinary report, time out for minor misbehavior may be utilized for a period of 15 to 60 minutes.
2. Prior to being given room or privilege restriction, detainees are to have the reasons for the time out explained to them and have an opportunity to explain the behavior leading to this restriction.
3. During the time out period, A Detention Services Bureau Time Out Form should be completed and affixed to the detainee's door.
4. Staff contact is to be made at irregular intervals of no more than 15 minutes apart.
5. Staff should attempt to interact with the detainee in an effort to solve the problem and determine a release time.
6. Should the detainee's behavior show improvement, the time out period can be concluded at an earlier period than previously determined.
7. Should the detainee's behavior continue to deteriorate, a Detainee Disciplinary Report, JC-142C should be completed and processed accordingly.
8. A time out may be appealed through the grievance process.
9. Upon completion of the time-out, the Time Out Form shall be forwarded to the Detention Services Bureau Manager for a 3 year retention period.

WRITTEN REPORT

Employees are required to prepare a Detainee Disciplinary Report, JC-142C when they have a reasonable belief that a detainee has committed a major violation of facility rules or reportable minor offenses. The employee will then forward the report to the shift supervisor.

PRE-HEARING DETENTION

After a Detainee Disciplinary Report, JC-142C is prepared; the detainee is entitled to remain in their existing status until the Disciplinary Hearing is held unless they constitute a sufficient threat to the safety of other detainees or themselves, or the security of the facility to warrant confinement prior to the hearing.

1. Pre-hearing detention may only be ordered by staff with the rank of Shift Supervisor or above.
2. The DSB Administrator/designee, who was not involved in the incident, will review confinement every 24 hours. The DSB Administrator/designee must approve confinement for longer periods and the reason documented.
3. No person is to be placed and detained in pre-hearing detention unless a JC-142C is being prepared.
4. Any time spent in pre-hearing detention will be credited against any subsequent sanction is imposed.
5. Confinement of a detainee in pre-hearing detention requires the following:
   a. Review by the DSB Administrator/designee who is not involved in the incident, if the confinement is to extend over 24 hours;
   b. Living conditions and privileges, which approximate those available to general population, except where differences can be justified by, clear evidence. Such justifications are to be documented;
   c. Visual check by staff at irregular intervals of no more than 15 minutes apart and a visit at least once a day by staff from administrative, clinical, social work, religious or medical units;
   d. A log which contains:
      i. Who authorized confinement;
      ii. Persons visiting the detainee;
      iii. The times persons visited the detainee;
      iv. The person authorizing release; and
      v. The day and time of release.

DETAINEE DISCIPLINARY REPORT JC-142C

1. The Disciplinary Report, JC-142C should be clear, concise and contain only the facts the reporting employee has personally witnessed or otherwise verified; including a statement of how such verification was made.
2. The report is to include the following:
   - The specific rule violated.
   - A formal statement of the charge.
   - The date and time of the incident.
   - The date and time the report was prepared and turned over to the designated supervisor.
   - Names of all witnesses.
   - Disposition of any physical evidence.
   - Any immediate action taken, including use of force (if used).

- Any unusual detainee behavior; and
- The reporting officer's signature.

3. Upon completion of a JC-142C, the person writing the report will forward it to the appropriate Shift Supervisor for review and investigation.

SUPERVISOR INVESTIGATION

Upon receipt of a JC-142C, the designated Shift Supervisor is to investigate the allegations in the reports to determine that:

- All necessary information is contained in the report.
- The information is accurate. In determining whether the information is accurate, the Shift Supervisor may question any witnesses and review any documents to determine the cause of the violation, staff and detainee involvement, and any mitigating factors; and
- If necessary, assign the appropriate offense to the violation per Detention Services Bureau Policy.

The investigation is to begin within 24 hours of the time the violation is reported, except in extraordinary circumstances which are to be documented on the JC-142C.

NOTICE OF THE OFFENSE AND RIGHTS

If the disciplinary action is for a major offense, after completion of the investigation and review of the JC-142C by the designated Supervisor, either the Supervisor or another designated staff person will provide notice of the offense by delivering a copy of the JC-142C to the detainee within 24 hours of the infraction and no less than 24 hours prior to the Disciplinary Hearing. A hearing may be held within 24 hours with the detainee's written consent.

MINOR OFFENSE

If the JC-142C is for a minor offense, the detainee will be advised of the following:

- The contents of the JC-142C.
- The opportunity to make a statement and present documentary evidence, including written statements from others; and
- The opportunity to have an interpreter present, if the hearing is in a language the accused detainee does not understand.

MAJOR OFFENSE

If the JC-142C is for a major offense, the detainee will be advised of the following:

- The contents of the JC-142C.
- The opportunity to be present during all phases of the hearing except the deliberation unless behavior is unruly so as to prevent attendance or the juvenile waives that right in writing.
- The opportunity to be represented by a designated staff member if the detainee requests such assistance or if assistance is determined to be necessary by the Disciplinary Hearing Officer.
- The opportunity to have an interpreter present, if the hearing is in a language the accused detainee does not understand; and
- The opportunity to make a statement and present documentary evidence, including written statements from others.
- The opportunity to call witnesses on their behalf; unless doing so would be

irrelevant, redundant and unduly hazardous to facility safety or would endanger the physical safety of any individual; the reasons for denial are to be stated in writing. Witnesses have the right not to appear, if they so choose.

- Juveniles may be excluded during the testimony of any juvenile whose testimony must be given in confidence. The reasons for the juvenile's absence or exclusion are documented.
- The right to waive a hearing and plead guilty to the charge(s).

The appropriate spaces on the JC-142C will be completed documenting the accused detainee's choice or preference as to the above rights .The person delivering the report will sign it and indicate the date and time the report was given to the detainee. The detainee will be provided with a copy of the report at the conclusion of the Disciplinary Hearing; the detainee's copy will be kept in the detainee's file.

DISCIPLINARY HEARING OFFICER

The DSB Administrator or designee will choose a Disciplinary Hearing Officer to conduct Disciplinary Hearings for both major and minor offenses.

SELECTION OF THE HEARING OFFICER

- The Disciplinary Hearing Officer will be designated by the DSB Administrator or designee and will be fair and impartial.
- The Hearing Officer will be from a lead level position that is designated by the DSB Administrator.
- Any staff will be disqualified in every case in which they have filed the complaint, participated or witnessed the incident, or investigated the incident.

DUTIES OF THE HEARING OFFICER

- Conduct hearings of all Disciplinary Reports, JC-142C when the detainee involved does not waive his right to a hearing before the Hearing Officer;
- Designate appropriate penalty for the offense for which the detainee is found guilty;
- Make recommendations as to referrals for prosecution;
- Periodically review and make written recommendations, when appropriate, as to the effectiveness and efficiency of the disciplinary process, including the appropriateness of offenses and penalties contained in Detention Services Bureau Policy and Procedures and;
- Prepare a written Detainee Disciplinary Hearing Report, JC-158 of its activities.

STAFF REPRESENTATION OF A DETAINEE
APPOINTMENT OF STAFF REPRESENTATIVE

A staff representative will be appointed when it is apparent that a detainee is not capable of collecting and presenting evidence on their own behalf. The Disciplinary Hearing Officer will consider the following factors in deciding to appoint a staff representative:

- Literacy level of the detainee.
- Complexity of the issues combined with the detainees overall intelligence and mental/emotional status.
- Location of the detainee (segregation may prevent the detainee from gathering

information for a defense); and

- Ability of the detainee to speak English or Spanish (if Spanish can be used by the Disciplinary Hearing Officer).

SELECTION OF STAFF REPRESENTATIVES

- Staff members selected for duties as counsel for detainees at Disciplinary Hearings are to be granted sufficient time to meet with the detainee before the hearing, gather evidence, question witnesses, and represent the detainee at the hearing.
- Staff members must be selected for such traits as good judgment and a genuine interest in the assignment and genuine interest in the detainees.

ACTIVITIES OF STAFF REPRESENTATIVE

The staff representative may, if necessary, assist as follows:

- Confer with the accused.
- Question witnesses for the accused during the hearing.
- Review written statements of charges and investigation.
- Clarify position of the accused.
- Make statements and present documentary evidence.
- Aid the accused in presenting a defense or offer any explanation of the defense; and
- Excuse themselves, along with the accused, from the deliberation phase.

DISCIPLINARY HEARING TIME FRAME

The Disciplinary Hearing will be held as soon as possible but within seventy-two (72) hours of the incident excluding non-judicial days. Any delays beyond this time are to be justified and documented in writing on the Disciplinary Report, JC-142C.

POSTPONEMENT OR CONTINUANCE

- Postponement or continuance of the Disciplinary Hearing for a reasonable period may be granted for good cause.
- Hearing postponement or continuance may be granted for such cause as preparation of defense, illness or unavailability of a detainee, further investigation of the factual matters relevant to the hearing, or pending criminal court prosecution.
- Delaying a hearing is also justifiable on the basis of factual recording of a detainee's unacceptable behavior during the hearing process or the detainee's refusal to participate in a reasonable manner.
- Any delay beyond this time is to be justified and documented in writing on the JC-142C by the Disciplinary Hearing Officer.

NOTICE

- Notice of the hearing is to be provided to the detainee at least 24 hours prior to the hearing.
- The following staff position will be responsible for notifying detainees of the hearing: shift supervisor, lead officer or investigating officer.
- The detainee may agree, in writing, to a hearing on less than 24 hours notice.
- The shift supervisor or investigating officer will fully inform detainees of the nature of the waiver of the 24 hour notice and the results of such waiver.
- Detainees will be allowed to make a voluntary choice, free from coercion, as to the waiver of the 24-hour notice.

HEARING ON A MINOR OFFENSE

a. The detainee is to be present at all phases of the hearing.
b. The detainee is to be allowed to make a statement and present any reasonable evidence, including written statements from others, in their behalf.
c. At the conclusion of the hearing, the Disciplinary Hearing Officer is to complete the JC-142C, indicate the finding and, if the detainee is found guilty:
    i. The sanction imposed;
    ii. The date and time of hearing; and
    iii. The signature of the Disciplinary Hearing Officer.
d. The Disciplinary Hearing Officer is to allow any other evidence that may aid in their decision.
e. Unless the Disciplinary Hearing Officer feels additional oral testimony is necessary, their decision may be based on the JC-142C, the statements of the detainee, and any other relevant written information presented at the hearing.
f. A copy of the Detainee Disciplinary Hearing Report, JC-158 will be read to the detainee and placed in the detainee's file at the conclusion of the hearing.
g. The penalty imposed is to be taken from the penalty list set forth in the Detention Services Bureau Manual, Policy VII-2 Detainee Offense and Penalty Code.
h. Decisions as to minor offenses are not subject to appeal.
i. The complete Disciplinary Report, JC-142C and the complete Detainee Disciplinary Hearing Report, JC-158 will then be forwarded to the Shift Supervisor, Detention Services Bureau Manager or appropriate designee for review and retention according to document retention record recommendations.

HEARING ON A MAJOR OFFENSE

a. The detainee will be present during all phases of the hearing. If the detainee refuses to participate, hearings can be conducted outside the detainee's assigned room.
b. The detainee is to receive copies of the report.
c. The detainee is to have an opportunity to make a statement and to present documentary evidence.
d. If criminal charges are pending concerning the subject of the hearing, the

detainee will be informed of their right to remain silent during the disciplinary proceedings and that anything they say during the course of this proceeding may be used against them in any subsequent criminal proceeding, but that their silence may be used against them in those proceedings. However, this silence alone cannot be used as the only evidence of guilt. The filing of criminal charges does not mean that there cannot be a disciplinary decision.

e. Anytime during the hearing, the Disciplinary Hearing Officer, on his or her own or at the request of the detainee, may order an investigation into the incident and continue the hearing to a future time.

BASIS FOR DECISION

The Hearing Officer's decision is based solely on information obtained in the hearing process, including staff reports, the statements of the detainee charged and evidence derived from witnesses and documents.

WRITTEN REPORT

At the conclusion of the hearing, a written report will be prepared and placed in the detainee's file and a copy shall be included with the Incident Report, JC-142. The Detainee Disciplinary Hearing Report, JC-158 will include:

- The decision of the Hearing Officer.
- The sentence imposed and the reason for imposing the particular sentence.
- A summary of the evidence upon which the decision and sentence were based.
- A list of all witnesses.
- The date and time of the hearing; and
- The signature of the Hearing Officer and the detainee.

RECORD RETENTION

A record of all disciplinary hearings will be kept and retained for three (3) years.

REVIEW

A copy of all Disciplinary Reports, JC-142C will be sent to the DSB Administrator/designee at the conclusion of the hearing for review as to conformity with policy and procedures.

APPEAL

A detainee may appeal the decision of the Disciplinary Hearing Officer as to major offenses to the DSB Administrator/designee.

TIME GUIDELINES

Detainees have up to fifteen 15 days after receipt of the decision to submit an appeal. The DSB Administrator/designee will decide the appeal within thirty (30) days of its receipt and the detainee will be promptly notified in writing of the results.

TYPE OF REVIEW

The DSB Administrator/designee is to review the Disciplinary Report, JC-142C to determine:

- If there was compliance with the procedures set out on this policy.
- If there was sufficient evidence for finding of guilt.

- If the penalty imposed was appropriate for the rule violation.

RESULTS OF APPEAL

The DSB Administrator/designee, after review, may

- Concur with the findings and penalty.
- Void the report.
- Send it back for a new hearing to correct any error in procedure but not for an increase in punishment.
- Decrease punishment.
- **IN NO CASE** will the DSB Administrator/designee make a finding or impose a penalty that increases the category of the offense(s) or penalty(ies).

EXPUNGEMENT

If a detainee is found not guilty of an offense, major or minor, either after the hearing or the appeal, all references to that offense are to be removed from their file.

CRIMINAL MISCONDUCT

If after reviewing the report of the Hearing Officer, the DSB Administrator/designee thinks the conduct for which the detainee is being disciplined is a crime, they will notify the appropriate law enforcement agency. Any Disciplinary Hearing for this alleged offense will be conducted following the procedure set out herein and the detainee will be advised that they have the right to remain silent in the hearing and that anything they say during the course of the Disciplinary Hearing may be used against them in any subsequent criminal proceeding.

PROCEDURES FOLLOWING AN EMERGENCY

In the event of a widespread facility disruption, which requires emergency action, any or all portions of these regulations may be temporarily suspended. Any detainee involved in the emergency may be detained without a hearing throughout the course of the emergency. Upon the restoration of order, all detainees who were detained will be accorded all disciplinary procedures as provided for by this regulation.

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	Policy # VII-3 Review: July **INCIDENT REPORTING**
Chapter: DETAINEE'S RIGHTS/RULES AND DISCIPLINE Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: ACA Standards: 3-JDF-3B-14 TCI Standards: 1400-3-08, 16

SUBJECT: INCIDENT REPORTING

I. PURPOSE

To provide specific documentation of a particular incident, including the; who, what, where, when, how, and why.

II. POLICY

It is the policy of the Detention Services Bureau that Incident Reports, JC-142 will be utilized to report and review problems and occurrences related to the security, and well being of detainees, personnel, visitors, or any combination thereof within the Detention Center. All personnel witnessing any incident will complete a JC-142, and this report will be forwarded to their immediate supervisor before the tour of duty.

All incidents occurring within the Detention Center will be prioritized, documented and reported as outlined in the procedures described below.

EMPLOYEE INJURY

Employees who suffer an injury or illness, which arises out of and in the course of performing their assigned duties, must comply with Shelby County OJI reporting procedures.

III. DEFINITIONS

Attempted Escape- A detainee attempted to leave the grounds of the Detention Center or the control of its personnel without approval, and required staff, law enforcement officials or emergency services for the apprehension

Attempted Suicide - A detainee attempts to commit suicide and required medical treatment or examination for life-threatening medical conditions and/or evaluation by a mental health agency or on-call mental health professional is indicated.

Critical Incident- An incident that is an immediate threat to the safety of employees, visitors, and or detainees. Priority I incidents.

Debrief – To carefully review at the conclusion of the incident in order to obtain useful information.

Escape- A detainee who has left the grounds of the Detention Center without the approval of the appropriate Detention Services Bureau or Juvenile Court Authority.

Hostage Situation – A situation where any person, employee, visitor or detainee who is held against his will by another person for any purpose and is in danger of injury or death.

Potentially Dangerous Contraband – Any items in the possession of a detainee, which could be used to cause serious bodily injury, facilitate an escape, or otherwise threaten the safety and security of the Detention Center.

Serious Physical Injury – An injury that poses a substantial risk of loss of life or fetus or imposes a permanent loss of health.

Superficial Injury – An injury where basic first aid is the normal medical treatment and no follow-up is required.

Incident Report (JC-142) – A report of facts completed by a manager or designee that will be submitted up the chain of command.

Incident Investigation Report (JC-142A) – An investigative review of an incident completed by a Supervisor or designee that will examine if proper policy or procedure were followed in the handling of an incident.

Incident Statement (JC-142B) – Written statement to be completed by all staff and detainees who were directly involved or witness to a Priority I through Priority IV incident. This statement will be completed prior to the end of the shift in which the incident occurred.

IV. PROCEDURE

For reporting purposes, incidents are prioritized into four (4) levels of seriousness. These levels are as follows:

A. PRIORITY I

- Allegation by a detainee of child abuse by an employee;
- Death of any person, when occurring in connection with the operations of the Detention Services Bureau;
- Escape from the Detention Center or from physical custody of an employee;
- Rape (forced sexual assault) of any person in connection with Detention Center operations;
- Facility damage (major property damage) from any cause rendering a living unit or support services area unusable;
- Hostage taking of any person in connection with the Detention Center operations;
- Employee work stoppage;
- Erroneous release of any detainee by the Detention Center based on a mistaken belief by the facility that the detainee is entitled to be at liberty;

- Work-related accident involving employee injury, which requires admission to a hospital.

B. PRIORITY II:

- Assault resulting in serious physical injury;
- Attempting escape from the grounds of the Detention Center or from physical custody of an employee;
- Attempted suicide/self mutilation requiring medical treatment at or admission to a hospital;
- Discovery of significant amount of drugs, alcohol or controlled substance on any person or on the facility premises;
- Interruption of services that affect the daily facility operations (e.g. property destruction that does not render the facility unusable, extended power outage);
- Disturbance involving detainees without major property damage, injury, or substantial disruption of operations (e.g. Work stoppage, food strike);
- Loss of security keys or any tool/equipment that is capable of causing death or serious physical injury or could facilitate an escape or otherwise be a threat to the security of the Detention Center;
- Discovery of any commercially manufactured or homemade firearm and/or ammunition on any person or within the Detention Center, which could immediately threaten the safety and security of the facility;
- Work-related accidents involving employee injury, which require immediate outside medical attention;
- Any arrest of any employee or volunteer;
- Use of force resulting in serious physical injury.

C. PRIORITY III:

- Multiple food illness complaints within twenty-four (24) hours;
- Work –related accidents involving employee injury, which do not require medical attention;
- Attempted rape/sexual assault of any person;
- Assault or fight involving any person in connection with the Detention Center operations, which results in less than Serious Physical Injury and more than Superficial Injury;
- Use of force resulting in less than Serious Physical Injury and more than a Superficial Injury.

D. PRIORITY IV:

- Assault or fight with superficial or no injuries;
- Use of force with superficial or no injuries;
- Self-mutilation or an attempted suicide no requiring treatment at or admission to a hospital;
- Discovery of other potentially dangerous contraband.

THERE MAY BE OTHER INCIDENTS THAT NEED TO BE REPORTED (E.G. MEDIA ATTENTION, SIGNIFICANT PARENT OR ERGULARTORY ISSUES). IN ADDITION, CERTAIN CIRCUMSTANCES MAY WARRANT INCIDENTES TO BE CATEGORIZED INTO A HIGHER PRIORITY LEVEL. IN ANY SUCH CASE, THE DEPUTY ADMINISTRATOR SHOULD PLACE THE INCIDENT IN THE PRIORITY HE/SHE FEELS APPROPRIATE AND PROCEED ACCORING TO THIS POLICY.

E. REPORTING PROCEDURES

Reporting Requirements

The Deputy Administrator is responsible for reporting incidents to the Administrator of the Detention Services Bureau as follows:

PRIORITY I INCIDENTS:

- **Telephone Notification**
  Upon notification of a Priority I incident, the Deputy Administrator or designee shall immediately notify the Administrator of the Detention Services Bureau who will in turn contact the Director of Court Services and the Chief Administrative Officer (CAO) of the Juvenile Court of Memphis and Shelby County. The CAO will determine if other notifications are necessary.
- **Written Reports**
  All staff and detainees who were involved or were witness to the incident must complete an Incident Statement, JC-142B. Within twenty-four (24) hours of the incident's occurrence, a completed Incident Report, JC-142 is to be presented to the DSB Administrator.

PRIORITY II INCIDENTS:

- **Telephone Notification**
  Upon notification of a Priority II incident, the Deputy Administrator shall immediately notify the Administrator of the Detention Services Bureau.
  The Administrator will determine if other notifications are necessary.
- **Written Reports**
  All staff and detainees who were involved or were witness to the incident must complete an Incident Statement JC-142B. Within seventy-two (72) hours of the incident occurrence, a completed Incident Report, JC-142 is to be present to the Administrator of Detention Services Bureau.

PRIORITY III INCIDENTS:

- All staff and detainees who were involved or were witness to the incident must complete an Incident Statement, JC-142B.
- Within five (5) calendar days of the incident's occurrence, a completed Incident Report, JC-142, is to be presented to the Administrator of the Detention Services Bureau.

PRIORITY IV INCIDENTS

- All staff and detainees who were involved or were witness to the incident must complete Incident Statement, JC-142B.
- Within five (5) calendar days of the incident's occurrence, a completed Incident Report, JC-142 is to be maintained by the Detention Services Bureau Administrator.

ACCIDENTS INVOLVING EMPLOYEE INJURY OR PROPERTY DAMAGE:

- In addition to the JC-142, applicable county OJI forms are to be completed for any accidents involving personal injury to an employee. Reports concerning employee injury will be furnished to the Administrative Department and reports of any vehicle accident or major property damage will be submitted to the CAO or designee.

CONFIDENTIALITY OF REPORTS:

The incident report will be:

- Complete – Address the questions who, what, how, where, when, why, and action taken;
- Concise – Alleviate redundancy and irrelevant information;
- Clear – Be well organized and address only factual aspects of the incident;
- Correct – Be objective. Objective documentation records what the writer actually saw, heard, smelled, tasted or experienced through touch.
- All reports/forms must have original signatures.

All Incident Report Forms, JC-142, will have a control number assigned by the Shift Supervisor on duty and logged in the Incident Report Log Book. The numbering format will be as follows: MMDDYYA, two digits for the Month, two digits for the day, two digits for the year, and one alpha numeric letter indicating the sequence for that particular day, and will reset to A at midnight for the next day.

EXAMPLE: An incident occurring on April 27, 2004 in which two detainees were involved in a fight and while breaking up the fight an officer was injured. The Incident Report control number assigned would be: 042704A, all reports relating to this one incident would be assigned the same control number. The alpha character "A" indicates this was the first incident of the day. An alpha character "B" would be assigned for the second incident and so on.

F. DEBRIEFING PROCEDURES

After each Priority I Incident, the Detention Services Bureau Manager or designee shall conduct a debriefing of each such incident. The debriefing process shall be conducted as soon as possible after the incident and shall include coordination and feedback about the incident to include but not be limited to the following:

- A review of the staff and offender's actions during the incident;
- A review of the incident's impact on the staff and offenders;
- A review of corrective actions to be taken and still needed;
- Plans for improvement to avoid another incident.

A summary of the debriefing shall be filed by the Detention Services Bureau Manager or designee and submitted to the Detention Services Bureau Deputy Administrator and Administrator.

A record of all debriefings will be kept and retained for three (3) years.

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	Policy # VII-4
	Review: July
	DETAINEE CLASSIFICATION
Chapter: Detainee's Rights/Rules and Discipline Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: ACA Standards 3-JDF-2B-08; 2C-02; 3D-06-3; 06-5; 3E-01; 05 TDCS Minimum Standards for Juvenile Detention: 1400-3-.12

SUBJECT: DETAINEE CLASSIFICATION

I. PURPOSE

To identify detainees who may require special attention from staff, who may have special needs based on their physical, emotional, or maturity level, their charge(s), and facility behavior to ensure that these needs are taken into consideration and met while the juvenile is detained.

II. POLICY

To continuously review and update the detainee classification process within the Detention Services Bureau to ensure that the detainees are properly grouped and not unnecessarily confined. To further ensure that those detainees who are placed in confinement are afforded living conditions and privileges approximating those available to the general population. Exceptions are justified by clear and substantiated evidence.

III. DEFINITIONS

Closed Status –Behavior management room restriction for detainees whose behavior dictates their removal from general population in varying degrees based on their conduct. These detainees are confined to their respective rooms for a maximum of twenty-two (22) hours per day. Male detainees on levels of Closed Status will be housed on the Southwest Side of Boy's Detention and will have a JC-154 check sheet affixed to the room door. Female detainees will be held in Girl's Detention and also will be identified by a JC-154 affixed to their room door.

Critical Needs Status – Detainees who are medically fragile, as determined by the Health Authority; mentally and/or developmentally delayed to the degree that placement within the general population would be detrimental to their health and/or welfare; or detainees with other conditions as determined upon admission to the facility that would be better served in a segregated environment.

Detainee Request Segregation Status – Detainees who are segregated from the general population at their request.

In Process Status – Those detainees who are not in school in "In House Programming" due to participation either in the reception and orientation period or are awaiting their scheduled court appearance for that date.

In School Status – Those detainees who have completed the reception and orientation period and are awaiting a court appearance in the Detention Center.

Reclassification – The process of determining the status a detainee requires based on behaviors, disciplinary infractions, court dispositions, etc, at the direction of the DSB Administrator or designee.

Room Confinement/Evaluation Status – A period not to exceed five (5) hours following admission and processing to the Detention Center in which a detainee may be confined to his assigned room on the detention unit for observation and evaluation before being placed into general population should his behavior dictate.

Room Restriction Status – A period of time a detainee can be confined to their respective room. This period is not to exceed one hundred and twenty hours (120) in total or twenty-three (23) hours in any one (1) day. Male detainees on Room Restriction will be housed on the South Side of Boy's Detention and will have a JC-154A check sheet affixed to the room door. Female detainees will be held in Girl's Detention and also will be identified by a JC-154A affixed to their room door.

General Population – A group of detainees confined in the Detention Center that have no restrictions on them, such as any type of segregation.

Staffing – The process of reviewing the classification status of detainees.

IV. PROCEDURES

As detainees are classified during the admission process, the special needs of detainees shall be identified and appropriate supervision and care provided.

The Detention Services Bureau Administrator shall ensure the classification process as determined during the admissions process, will be monitored by officers, who will, in turn, make recommendations for reclassification if a detainee's behavior or status merits.

Classification Evaluation

Initial Classification

Initial classification of detainees is completed upon admission to the Detention Center. At a minimum, the following are to be considered before assignment to a housing unit:

A. Gender
B. Medical and Mental Needs
C. Should the detainee's behavior at intake merit a time to compose him/herself, he/she may be confined up to five (5) hours on Room Confinement/Evaluation Status.
D. Intake Probation Counselors shall administer the Detention Center Health Screen, JC-141 pursuant to Detention Services Bureau Policy and Procedure XI-2, Medical Screen to all juveniles within 24 hours of arrival at the facility for potential vulnerabilities or tendencies of acting out with sexually aggressive behavior. Housing assignments are made accordingly.
E. All detainees following admission and processing will be classified as In Process Status in one of the following Classification Categories pending the disposition of the detention hearing and further re-classification review by the shift supervisor:
    a. **Class A** shall be those juveniles known as General Population

i. These juveniles are those juveniles who have no restrictions but may be reclassified to either class based on their behavior in the facility at any time; and
ii. They are to be populated with all other juveniles; and
iii. These juveniles may be reclassified to either Class B or Class C dependent upon their behavior with proper written justification at any time during their stay at the Detention Center.

b. **Class B** shall be those juveniles known as Violent Offenders. These juveniles are those juveniles who presented at the intake and were charged by Law Enforcement with a crime against a person or other violent offense (not including sex offenses).
i. These juveniles are those juveniles who require single occupancy sleeping arrangements due to the nature of the offense with which they are charged; or
ii. Are known to have a high risk with a history of assaultive behavior; or
iii. Is a juvenile who has assaulted another juvenile in the Detention Center; and
iv. These juveniles may be reclassified to either Class A or Class C dependent upon their behavior with proper written justification at any time during their stay at the Detention Center.

c. **Class C** shall be those juvenile known as Sexual Offenders These juveniles are those juveniles who presented at the intake and were charged by Law Enforcement with a sex offense.
i. These juveniles are those juveniles who require single occupancy sleeping arrangements due to the nature of the offense with which they are charged; or
ii. Are known to have a high risk with a history of sexually assaultive behavior and therefore require single occupancy sleeping arrangements; and
iii. These juveniles are those juveniles who require showering separately from all other detainees;
iv. Class C juveniles may not be reclassified at any time during their stay in the Detention Center without written approval from the Detention Services Bureau Administrator.

F. For those juveniles that are determined to need special management care due to serious behavior problems or for those requiring protective care, an Individual Program Plan shall be developed.

G. At any point during the Initial Classification should the detainee become a risk to others, he/she may be placed on Room Restriction Status and the Shift Supervisor notified.

H. Should the detainee request to be placed on Detainee Request Segregation Status, the matter should be referred to the Shift Supervisor who will confer with the detainee and document the request accordingly.

I. All detainees ordered detained in the Detention Center will be screened by the Division of Clinical Services pursuant to the Division of Clinical Services Policy and Procedure, V-B, Mental Health Screenings within twenty-four (24) hours of the detention order for potential vulnerabilities or tendencies of acting out with any inappropriate behavior. The purpose of the screening is to identify detainees with unidentified, unmet mental health substance abuse issues; to determine elevations in feelings of anger, depression, somatic complaints, suicidal ideations, psychosis, traumatic experiences and alcohol and/or drug abuse/use. Those detainees determined to be hazardous to the general population or would be more appropriate to be segregated will require written documentation from either the Deputy Administrator or the Division Director of the Division of Clinical Services indicating special housing assignment for that detainee.

Critical Needs Status

Should a detainee warrant Critical Needs Status due to medical conditions as indicated by the Health Authority, the Health Authority shall dictate in writing to the Shift Supervisor that segregation from the general population is necessary. The Health Authority shall specifically indicate what limitations the detainee requires and for the specified period of time. A "Staff Alert" shall be entered in JCS32 by the Shift Supervisor to alert the personnel as to the detainee's status. The detainee shall be placed on Critical Needs Status until released by the Health Authority, in writing.

Should a detainee warrant Critical Needs Status as determined by the Health Authority or the Division of Clinical Services' Clinical Psychologist and is unable to function in the general population and has been admitted to the Detention Center, the detainee shall be placed on Critical Needs Status until released, in writing by either the Health Authority or the Division of Clinical Services' Clinical Psychologist, in writing. A "Staff Alert" shall be entered in JCS32 by the Shift Supervisor to alert the personnel as to the detainee's status.

Room assignments shall be documented in JCS32 and in all applicable admissions paperwork and logs.

Daily Classification Staffing

Daily staffing for those detainees on disciplinary Status or those being recommended for a change of Status will be conducted (excluding weekend and holidays). The Shift Supervisor or designee shall report to the DSB Administrator or designee those detainees on any Status other than those in General Population, In School Status, and In Process Status and their compliance with the Detention Center rules. Upon review of a detainee on any Status, the DSB Administrator or designee may elect to continue the detainee on the recommended Status or move him/her to General Population.

Upon the recommendation of the staff, the DSB Administrator or designee may move a detainee from the General Population onto Closed Status for Pre-Hearing Detention pursuant to DSB Policy VII-2 until such time as a hearing can be held.

Recreation/Leisure Requirements

All juveniles regardless of status shall be afforded the right to the following recreation unless otherwise noted with written justification in JCS32, Behavior Level Tracking System, pursuant to DSB Policy and Procedure, X-1:

1. Recreation and leisure-time plan that includes, at a minimum, at least one (1) hour per day of large muscle exercise outside the room and one (1) hour per day of structured leisure-time activities outside the room.
2. Those on Closed Status shall have an individual recreation and leisure-time plan that includes, at a minimum, at least one (1) hour per day of large muscle exercise outside the room and one (1) hour per day of structured leisure-time activities outside the room.

Special Management Detainees

A. Juveniles who threaten the secure and orderly management of the facility may be removed from the general population and placed on confinement in special units or rooms. (Note Confinement Authorization and Review procedures pursuant to DSB Policy and Procedure, VI-28.) The DSB Administrator or designee can order immediate placement on Closed Status with varying degrees of privilege restriction within the Detention Center when necessary to protect the detainee from self or others. The action is reviewed at least within seventy-two (72) hours by the DSB Administrator or designee.

B. Detainees that have been waived to stand trial, as an adult shall be placed on Closed Status pending their transfer to the Criminal Justice Center. Should their behavior warrant an increased level of restriction, their status shall be reviewed and reclassified during the Daily Classification Staffing or by the DSB Administrator/designee as indicated.

C. Those detainees who exhibit or have a history of exhibiting violent or uncontrollable behavior while in the Detention Center shall be placed on Closed Status with varying degrees of privilege restriction at the direction of the DSB Administrator or designee during the Daily Classification Staffing or upon admission to the Detention Center.

D. Those detainees who are determined to be identified as high risk or with a history of assaultive behavior are to be referred to the Division of Clinical Services for a referral for assessment by a Clinical Services Specialist other action as deemed appropriate by the Deputy Administrator of that Division pursuant to the Division of Clinical Services Policy and Procedure, V-D, Referrals from Court Staff. The referral shall be made on a Request for Mental Health Services, JC-219, in duplicate. The original JC-219 shall be forwarded to the Deputy Administrator of the Division of Clinical Services and the copy filed in the detainee's medical record file.

E. In all such cases where denials of services or privileges to the detainees occur, written justification will be noted in JCS32, Behavior Level Tracking System.

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	Policy # VII-5
	Review: July
	LIBRARY SERVICES
Chapter: DETAINEE'S RIGHTS/RULES AND DISCIPLINE Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-5D-01; 02; 03

SUBJECT: LIBRARY SERVICES

I. PURPOSE

To provide recreational and educational reading materials to detainees housed in the Detention Center of the Juvenile Court of Memphis and Shelby County.

II. POLICY

The Detention Services Bureau shall provide library services to all detainees housed in the Detention Center. The Detention Services Bureau shall provide and encourage the use of media materials including books and magazines that are available in the languages represented by significant numbers of detainees in the population that are age-appropriate and beneficial to the growth and education of youth under its care. Materials that are excessively violent, or which threaten the order, safety and security of the facility or programs or that are not intended for use by youth shall be prohibited from the Detention Center at all times. Detention Staff will encourage the use of media materials including books and magazines by all detainees.

III. PROCEDURES

Library Materials

1. The acquisition of library materials shall occur at least annually. The Detention Center Administrator has available a qualified person to coordinate and supervise library services.
2. The following criteria shall be utilized when screening books for appropriateness for utilization in the Detention Center:
   a) Career opportunity material;
   b) College and university material;
   c) Biographies of current celebrities and persons of historical significance;
   d) Self-help and inspirational books and magazines from respected publishers;
   e) Nonfiction titles in a high interest-low reading format; and
   f) Young adult fiction titles of interest to the intended audience.
3. The collection should be kept current.
4. Outdated and or damaged items will be withdrawn from the collection on a regular basis.
5. The following materials are prohibited from inclusion in the library collection:
   a) Materials that promote criminal behavior;
   b) Materials promoting hatred or violence based on race, sex, religion or national origin;
   c) Sexually explicit or pornographic materials; and
   d) Violent or gang-related materials.

6. Detainees will be permitted to have the following reading materials in their room at any time:
   a) One book or magazine from the library;
   b) One religious/faith book;
   c) Administrative material (e.g. youth handbook);
   d) Any approved school work and/or school books when approved by the Shift Supervisor or other DSB management personnel.
7. Any detainee caught purposely damaging or destroying any library material may lose the privilege of its use for the remainder of their stay. Such action must be documented in writing and approved by the facility Administrator or designee.

Library Services

1. In order to provide appropriate library services to the detainees, the library material shall be properly organized and displayed at all times.
2. Detainees shall be permitted to keep and take with them any book they have started reading if they desire at discharge.
3. The facility shall maintain a current master list of all books in the Detention Center. If a detainee is restricted to his or her room they will be allowed to choose a book from the master list.
4. Detainees may have access to library materials seven (7) days per week unless access to publications would directly affect the facility order and security at which time publications access shall be denied and documented accordingly.

	Policy # VII-6 Review: July **Detainee Rights**
Chapter: DETAINEE'S RIGHTS/RULES AND DISCIPLINE Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: ACA Standard 3-JDF-3D-01-07

SUBJECT: Detainee Rights

I. PURPOSE

To specify rights afforded to detainees housed at the Detention Center.

II. DEFINITIONS:

Detainee- Any juvenile housed at the Detention Center.

III. POLICY

It is the policy of Detention Services Bureau that all detainees are afforded the following rights:

Access to Courts: Detainees have the right to have access to courts while detained at the Detention Center, in order to present any issue to the Juvenile Court, including the following: challenging the legality of their adjudication or confinement; seeking redress for illegal conditions or treatment while under correctional control; pursuing remedies in connection with civil legal problems; and asserting against correctional or other government authority any other rights protected by constitutional or statutory provision or common law.

Access to Counsel:_Detainees have the right to have access to counsel and assistance in making confidential contact with attorneys and their authorized representatives. Such contact includes but is not limited to telephone communications, uncensored correspondence, and visits.

Freedom from Discrimination: Freedom from discrimination based on race, religion, national origin, sex, handicap, or political views.

Equal Access: Program access, work assignments and administrative decisions will be made without regard to race, religion, national origin, sex, handicap, or political views.

Access to Media- Reasonable access to the general public through the communications media, subject only to the limitations necessary to maintain facility order and security the detainee's right. Media request for interviews and detainee parental/guardian consents are in writing.

Protection from Personal Abuse, Verbal Abuse, Personal Injury, Disease, Corporal Punishment, Property Damage and Harassment- In situations where physical force or disciplinary detention is required, only the least drastic means necessary to secure order or control should be used. All instances of child abuse and/or neglect shall be reported to the Department of Children's Services.

Protection from Detainees Having Power or Authority Over Another Detainee: All detainees will be supervised and under the control of trained staff or trained volunteers at all times. In no case will a detainee be given power or authority over another detainee.

Personal Grooming: Detainees are permitted freedom in personal grooming as long as their appearance does not conflict with the facility's requirements for safety, security, identification and hygiene.

Separate Housing: Male and female detainees housed in the same facility will have separate sleeping quarters but equal access to available services and programs. Neither sex will be denied opportunities solely on the basis of their smaller number in the population.

Access to Diplomatic Representatives: Foreign national detainees will have access to diplomatic representatives from their country of citizenship.

Religion- To practice a religion subject only to limitations necessary to maintain facility order and security.

Visits- To receive visits subject only to the limitation necessary to maintain order and security.

Freedom from Reprisals- Detainees seeking judicial or administrative redress are not subject to reprisals or penalties as a consequence.

Recreation – All detainees have the right to recreational opportunities and equipment including outdoor when the climate permits.

Punishment - Neither Detention Officers nor any other person shall administer corporal punishment to a detainee in detention.

Interrogation - Intimidate or coercive methods shall never be used in questioning detainees. If feasible, a parent or guardian should be present during questioning. In any event, no detainee having been placed in and present in a detention facility shall be interrogated concerning an alleged violation of law unless he intelligently waives in writing his right to remain silent.

Interview - Unauthorized persons shall not be allowed to interview a detainee in detention and designated court personnel may interview such detainees only concerning social data.

IV. PROCEDURES:

The Administrator and or designee will investigate and/or cause to be investigated any allegation of a violation of this policy. Any staff member found violating the rights of detainees set forth in this policy will face possible disciplinary action up to and including termination of employment.

Staff members will report violations of this policy immediately to their supervisor or the next available staff member in the chain of command.

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	Policy # VII-7 Review: July
	YOUTH GRIEVANCE PROCEDURES
Chapter: DETAINEE'S RIGHTS/RULES AND DISCIPLINE Revised: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: ACA Standard 3-JDF-1A-24, 3D-08 TCI Minimum Standards for Juvenile Detention 1400-3-.12

SUBJECT: YOUTH GRIEVANCE PROCEDURES

I. PURPOSE:

To explain the procedures by which a detainee may file a grievance, receive a response, and appeal the grievance and to ensure that each detainee will have an impartial review of complaint/grievances in a fair and expeditious manner and resolved in the best interest of both the detainee and the facility.

II. POLICY

It is the policy of the Detention Services Bureau to encourage informal resolution of complaints at the lowest level since grievances should be, whenever possible, resolved through direct contact with staff responsible for the particular problem area and the two-way communication encouraged between staff and detainees.

The Detention Services Bureau shall afford all detainees the right to grieve any inappropriate or infringing conditions, behavior, or action of staff, volunteers, or other detainees. Detainees who choose to file a formal grievance shall not be subject to any retaliation, reprisal, harassment, or discipline for the use or participation in the grievance procedure.

III. DEFINITIONS:

Grievance – A formal complaint regarding a condition, circumstance, or action considered by the grievant to be unjust.

Grievance Officer – A designated officer assigned by the Deputy Administrator to collect and process detainee grievances within the Detention Center.

IV. PROCEDURES

A. Informal Resolution Procedures

Detainees may resolve differences by discussing them informally with Detention Services Bureau personnel; however, this is not required DSB personnel shall be available to detainees to listen to their concerns and take appropriate action to immediately resolve issues whenever possible. Detainees shall not receive any form of reprisal for exercising their right to express a complaint.

B. Formal Grievance Procedures

1. Juvenile Grievance Procedure Forms, JC-134 shall be available on each residential unit and accessible to all detainees.
2. DSB personnel, who are not directly involved with the grievance, shall provide assistance to detainees when it is believed that a detainee will be unable to adequately complete the form JC-134.
3. Once a detainee has completed a Juvenile Grievance Procedure Form, JC-134, it should be placed in the secured grievance box located on each residential unit.
4. Juvenile Grievance Procedure Forms, JC-134, will be collected from the secured grievance box by the designated Grievance Officer daily, excluding holidays.
5. All JC-134 forms shall be logged into the Grievance Log Book. The Grievance Log Book will contain: the grievance number, date of receipt, name of grievant, subject of grievance, disposition date, brief description of the disposition and appeal results, if any.
6. The review of the grievance will be conducted by the Grievance Officer who will prepare a written response to grievances as soon as possible, but always within five (5) days of receipt of the grievance. If special circumstances require additional attention, the Grievance Officer may request up to an additional five (5) days to render the decision. The response will include the reason(s) for the decision.
7. Should no appeal be indicated by the detainee, a copy of the grievance and decision will be given to the detainee, placed in the detainee's case file, and a copy will be forwarded to the DSB Deputy Administrator or designee for administrative review.
8. If the Grievance Officer determines that the grievance involved an emergency situation (health or safety issue), he/she shall address the situation and conduct the investigation immediately upon receiving the grievance. A response appropriate to the circumstances of the emergency will be issued as soon as practical, but no later than twenty-four (24) hours of its receipt.
9. If a grievance is submitted for review and the detainee is released from the Detention Center efforts to resolve the grievance will normally terminate. If the detainee wishes to pursue the grievance resolution, as in property losses, it is the detainee's responsibility to notify the grievance officer of that intention.

C. Appeal of the Hearing Officer's Decision:

1. If the detainee is not satisfied with the decision of the Grievance Officer, he/she may request further review of the grievance by indicating the same on the JC-134.
2. Upon receipt of a notification of appeal, the grievance will be forwarded to the DSB Manager within twenty-four (24) hours of the notice of the desire to appeal, along with any documentation developed during the grievance process.
3. The process will continue in the same manner as the grievance, including the time limits, except that the response will come from the DSB Manager.
4. The DSB Manager will meet with the detainee, review the grievance appeal, and attempt to resolve the problem. DSB Manager will be the respondent and all decisions will be final. A copy of the grievance/appeals/decisions will automatically be forwarded to the DSB Deputy Administrator for review.

D. Administrative Review of Grievances

The DSB Deputy Administrator will review the findings of the Grievance Officer in all grievances; regardless of the level at which settlement occurs, within seven (7) judicial days. If the DSB Deputy Administrator makes changes in the disposition of the grievance, written notification of all changes in the decision will be forwarded to the Grievance Officer, appropriate DSB personnel, detainee(s) involved within five (5) judicial days of the review of the findings.

E. Records and Documentation

1. Orientation

All detainees will be provided a verbal orientation upon admission to the residential units to include the Youth Grievance Procedure. All detainees shall sign an Acknowledgement of Receipt of Detention A General Overview Booklet and Orientation, JC-157E or JC-157Es (Spanish version) indicating receipt of written information about the Youth Grievance Procedure.

2. Documentation Retention

All documentation related to any grievance must be retained three (3) years from the date of the filing of the grievance.

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	Policy # VII-8 Review: July **LAW ENFORCEMENT ACCESS TO DETAINEES IN DETENTION**
Chapter: DETAINEES RIGHTS/RULES AND DISCIPLINE *Added: January 15, 2013* **Reviewed by:** *Signatures on file in Administrator's Office*	Related Standards: None

SUBJECT: LAW ENFORCEMENT ACCESS TO DETAINEES IN DETENTION

I. PURPOSE

To establish a protocol for the Detention Services Bureau to follow that will allow for the protection of detainees' rights when requests for access are made by Law Enforcement.

II. POLICY

To ensure the rights of detainees in the custody of the Detention Services Bureau are protected while cooperating with Law Enforcement agencies, in accordance with Rule 7 of the Tennessee Rules of Juvenile Procedure.

III. DEFINITIONS:

Emergency – There is a substantial risk of imminent danger of death or serious bodily injury to any person and the facility cannot reasonably complete the notice process in time to address that situation.

Law Enforcement Officer – A person who works for a law enforcement agency, such as a police department or sheriff's office. This includes a police officer, highway patrolman, deputy sheriff, a police or sheriff's detective, or a police or sheriff's investigator, or District Attorney's investigator, Tennessee Bureau of Investigation agent, U.S. Marshall, FBI agent, or Immigration and Customs Enforcement (ICE) agent, or other federal agent.

IV. PROCEDURES

A. General Procedures

1. Upon receiving a request from Law Enforcement as defined in this policy, the Detention Services Bureau will notify the Administrator of the Bureau or designee, of the request.
2. Law Enforcement must make such a request in written form stating the purpose of the access. Email notification to the Administrator or designee will be accepted.
3. Before granting the request, the Administrator or designee must make reasonable attempts to notify the detainee's parent(s)/legal guardian(s), AND any attorney of record of the request.
4. Once contacted, the Administrator or designee must provide the written request from Law Enforcement and offer to provide a copy of the request to the parent(s)/legal guardian(s) and the attorney. (The copy may be provided by fax or email.)

5. If the Administrator's/designee's attempts to notify the parent(s)/legal guardian(s) and attorney are unsuccessful, the Chief Administrative Officer/Chief Legal Counsel must be consulted for further instructions.
6. If the parent(s)/legal guardian(s) and/or attorney object to the request, the Administrator/designee will notify the Law Enforcement officer that the request is denied and inform the Chief Administrative Officer/Chief Legal Counsel of the denial. A copy of the request, the contact information for all parties, and all supporting documentation must accompany the notification sent to the Chief Administrative Officer/Chief Legal Counsel.
7. The Administrator/designee must document all contacts or attempted contacts with the detainee's parent(s)/legal guardian(s) and attorney; such documentation must be attached to the request for access. If the attorney indicates he/she does not represent the detainee in this matter, the Administrator/designee must specifically document the attorney's statement.
8. If access to the detainee is allowed, the Administrator/designee will provide an appropriate meeting/interview room within the secure Detention Center.
9. The Detention Services Bureau shall provide law enforcement officers access only. Detention Services Bureau personnel will not compel the detainee to talk with law enforcement officer or discipline the detainee if he/she declines to talk with the officer. However, the Detention Services Bureau personnel may discipline the detainee for independent misconduct (hitting, throwing things, etc...)

B. Emergencies

1. In the event of an emergency, the Detention Services Bureau may provide a law enforcement officer access to a detainee before completing the notice process.
2. In order to qualify as an emergency, the law enforcement officer's written request must contain specific facts showing the nature of the emergency. The Chief Administrative Officer/Chief Legal Counsel will be available to assist in ascertaining whether the request can be classified as an emergency.
3. If the Administrator/designee provides pre-notice access to the youth, he/she must still go through the notice process, even if it is after the fact. If the notice occurs after the fact, then in addition to the regular notice requirements, the Administrator/designee must also report to the parent(s)/legal guardian(s) and attorney that the contact has taken place.

C. Serving Legal Papers

This protocol does not apply if the only purpose is to serve legal papers on the detainee or to deliver paperwork to the detainee.

	Policy # VIII-1 Review: August **DETENTION DECISION AND MONITORING**
Chapter: DETENTION INTAKE/RELEASE *Reviewed: January 15, 2013* Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: ACA Standards3-JDF-5A-07 through 10, 5A-13 TCI Standards 1400-0-.12 Juvenile Court Administrative Manual 10-4

SUBJECT: DETENTION DECISION AND MONITORING

I. PURPOSE

To promote greater consistency in the detention assessment and decision-making process of the temporary care of juvenile offenders and juveniles alleged to be delinquent who require secure custody in a physically restricting facility.

II. POLICY

The Detention Assessment Tool (DAT) will guide all intake detention decisions necessary to promote the public safety, prevent self-injury, facilitate transfer, or ensure the presence of the juvenile at subsequent court hearings.

III. DEFINITIONS:

Alternative Detention Program – A non-secure placement and/or program in which the youth has restrictions or conditions placed on his/her liberties and freedom such as, but not limited to, placement in a non-secure detention shelter, housebound detention, or electronic monitoring.

Conditional Supervised Release – The release of a youth from the custody of secure detention pending further action by the court with conditions or restrictions.

Detention – The placement of a detainee in a secure facility or an alternative detention program.

Detention Assessment Tool (DAT) – A written evaluative instrument used to assess the youth's current and past offense(s) and risk behaviors to determine the youth's need for secure detention, non-secure detention, conditional supervised or unconditional release pending further juvenile court action or administrative revocation.

JCS32 – Computer software used to track juveniles who come into contact with the Juvenile Court.

Unconditional Release – The release of a youth from custody or secure detention pending further action by the court without any conditions or restrictions.

IV. PROCEDURES

A. To protect the person of others, Detention Services Bureau Intake Officers will authorize secure detention for any detainee who poses a serious risk to the community or is a risk not to appear at a future court hearing as identified through the use of the Detention Assessment Tool.

B. Restraints on the freedom of an accused youth prior to adjudication will be imposed only when there is probable cause to believe that the accused youth did the act of which he/she is accused and there is clear and convincing evidence that the youth's freedom should be restricted.

1. A youth taken into custody will not be detained in the secure Detention Center prior to a hearing on the petition unless:
   i. Detention or care is required to protect the person or property of others or the youth;
   ii. The youth may abscond or be removed from the jurisdiction of the court;
   iii. There is no parent, guardian, custodian or other person able to provide supervision and care and return the youth to the court when required;
   iv. An order for detention or shelter care has been made by the court;
   v. A score of sixteen (19) or above was scored on the DAT.
2. Interim control or detention will not be imposed upon an accused youth to:
   i. Punish, treat, or rehabilitate the youth;
   ii. Allow parents to avoid their legal responsibilities;
   iii. Permit more convenient administrative access to the youth
3. Juveniles alleged to have violated conditions of their probation, aftercare or terms of their Youth Services Bureau probation are not placed in the Detention Center unless it is necessary to protect the public safety, prevent self-injury, facilitate transfer, or ensure the presence of the juvenile at subsequent court hearings.

C. Completion of the Detention Assessment Tool (DAT):

1. The Intake Officer's detention decision should be based on one of the five above stated reasons in Section B, Subsection 1 for detention.
2. The DAT will be completed at the time of each detention decision and entered into the JCS32.
3. Youth who score low or medium on the DAT should not be considered for secure detention. These youth should be placed in the least restrictive and most appropriate non-secure detention alternative or, where feasible, unconditional release.
4. Youth scoring nineteen (19) or higher on the DAT will require secure detention, unless there are extenuating circumstances as defined by the DAT.

Note: ***Any overrides of the DAT score must be approved by a Supervisor or above.***

D. When the Intake Officer determines that the youth does not require secure detention, he/she will arrange for the youth's unconditional release (Appearance Bond, JC-217) to his/her parent, guardian, legal custodian or other person approved to provide supervision and care for his/her return to the court when required.

E. When the Intake Officer determines the youth does meet the criteria for secure detention the following procedures will be followed:
   1. Youth who are unconscious, semiconscious, bleeding, mentally unstable, intoxicated or otherwise urgently in need of medical attention will not be admitted to the Detention Center. Their admission will require a medical clearance before admission.
   2. The Intake Officer will notify the parent, guardian, or legal custodian of the youth's charges, the reason for detention, location of detention, i.e. address and phone number, the detention hearing date and time.
   3. The Intake Officer will schedule the youth for the next available detention hearing utilizing the JCS32 docket system.
   4. The Intake Officer will ensure a copy of the arrest ticket, Affidavit in Support of Detention JC-103A, face sheet, DAT, and Detention Fee Bill of Costs, JC-76B are placed in the box for the Detention Expeditor.

F. Under the direction of the Detention Services Bureau Deputy Administrator and Detention Services Bureau Manager, the Detention Expeditor will be responsible for:
   1. Preparing all youth documents for detention hearings of youth who are identified utilizing the DAT. This shall include at a minimum the summary of the current offense(s), the number of delinquent contacts with the court and the current school status.
   2. Attend the Court Services' morning meeting and inform the personnel of the detainees who were detained using the DAT.
   3. Present all cases at the detention hearing to the Magistrate.
   4. Enter all information and dispositions from the detention hearing into the JCS32 at the completion of the detention hearing.
   5. The Detention Expeditor will review all DAT screen sheets and assist in entering them into the Outcomes Measures Database.
   6. The Detention Expeditor will review the Morning Report daily and identify any youth who is eligible for release and maintain updated information on the current status of the detainees within the secure detention facility.

Note: Youth, who are temporarily, detained pending the scheduling of a detention hearing before the Magistrate due to an elevated DAT score and based on particular case factors are candidates for conditional release and shall be considered for the same within that setting. Until those resources are made available to the Detention Services Bureau, those decisions shall be deferred to the Magistrate in the form of secure and non-secure bonds or other forms of conditional release as deemed appropriate by the judicial authority.

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	Policy # VIII-2 Review: August **ADMISSIONS**
Chapter: DETENTION INTAKE/RELEASE *Revised: June 17, 2013* Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: TCI 1400-3-.12 ACA Standards: 3-JDF-1A-08; 1E-07; 4C-22; 5A-02; 5A-12 Juvenile Court Administrative Manual 10-4 DOJ MOA: Section IIIA (1j) and Section VIII

SUBJECT: ADMISSIONS

I. PURPOSE

To standardize the admittance process and ensure consistency in the gathering of all relevant information when utilizing the master electronic case file of detainees into the Detention Center ensuring maximum accountability and the safety and welfare of the detainees.

II. POLICY

All children brought to the Detention Center shall be immediately charged with the offense(s) they are alleged to have committed or which promoted their being taken into custody. All electronic case files shall be kept updated by DSB personnel utilizing the assigned personalized JCS user id and confidential password.

III. DEFINITIONS:

Constant/Direct Observation – The level of observation for the detainee who is in a state of need of emergent need to the degree that staff should observe such a detainee on a continuous, uninterrupted basis. One youth is to be assigned to one designated staff member at all times in order for that staff member to closely and directly supervise all of the youth's activities so as to protect him/her from harm. Youth on this level of observation will remain so and documented as such every five (5) minutes until such time as the Health Authority determines otherwise or the youth is moved to a another appropriate facility.

Delinquent Juvenile – A juvenile charged with an offense for which an adult can also be charged.

Detention Center- Children received from law enforcement at Juvenile Court of Memphis and Shelby County and may not be immediately released or are otherwise detained shall be admitted to the Detention Center

Holding Area – The area within the Central Detention Control where new admissions are held pending release or admission into the Detention Center.

JCS32 – The electronic case file and data collection system used to track juveniles who come into contact with the Juvenile Court of Memphis and Shelby County.

Reception and Release-Children received from law enforcement at Juvenile Court of Memphis and Shelby County and may be immediately released to a

parent/guardian are placed in a non-confinement status.

IV. PROCEDURES

A. Admission

1. Upon a juvenile's arrival at the facility, designated personnel will confirm legal authority for detention of the juvenile by reviewing available documents and verifying the identity of the juvenile.
2. Newly admitted juveniles to the CDC area will be immediately added to the master count of the facility.
3. Juveniles who exhibit any of the following behaviors or symptoms must receive medical clearance from a physician, hospital emergency room or emergency medical service (EMS) (911) prior to admission.
   a. Obvious pain or bleeding or other symptoms that suggest the need for emergency care;
   b. Sweating, anxious, or shaky (i.e. withdrawal symptoms);
   c. Incapacitated or not able to walk or stand;
   d. Groggy, slurred speech or not alert; or
   e. Having difficulty breathing.

When the youth appears to exhibit any of the above behaviors or symptoms, the Health Authority on duty will be immediately notified and will be asked to interview the juvenile before the juvenile will be accepted into the Central Detention Area. The Health Authority will then determine whether the juvenile should be transported to a hospital and medically cleared prior to admission to the facility. Should the Health Authority make this determination after the transporting officer has already left the CDC area, the juvenile will be placed under constant/direct observation and documented at five (5) minute intervals until the juvenile is transported (by a mode to be determined by the Health Authority) to a more appropriate facility. If there is a medical emergency, such as trauma, unresponsiveness or difficulty breathing the admitting staff must use the 911 emergency response system.

B. All youth will be searched immediately upon arrival.
Upon entrance to the CDC area, the Intake Officer shall immediately perform an initial search of the juvenile pursuant to Detention Services Bureau Policy and Procedure, Searches and Contraband Control Procedures, VI-4.

C. Intake
1. Pursuant to Detention Services Bureau Policy and Procedure, Intake Officer Procedures, V-3, the Intake Officer will assist the CDC personnel with the collection, storage and securing of the juvenile's property, complete the Property Receipt, JC-261, maintain management of the juveniles within the holding area and management of the Holding Area Assignment Log, JC-173.
2. Upon the juvenile's arrival at the CDC, the admissions personnel will immediately notify the juvenile's parent or guardian of their arrival. The parent/guardian/legal custodian will be notified of the juvenile's charges, disposition and procedures that should be followed.
3. The juvenile shall be afforded two (2) local or collect long distance telephone calls to family members, attorneys or other approved individuals during the admissions process. To ensure that all persons presenting to the facility are afforded a consistent and effective way to communicate:

a. Juveniles with hearing and/or speech disabilities, and juveniles who wish to communicate with parties who have such disabilities, shall be afforded access to Telecommunications Device for the Deaf (TDD) pursuant to Detention Services Bureau Policy and Procedure, Detainee Telephone Use, VI-25.
b. Juveniles with language barriers or who wish to communicate with a parent/guardian/custodian who have a language barrier, shall be afforded access to interpretative services through the Language Line by dialing 1-877-245-0386. **Enter** the digit six (**6**) **and Client I.D. Number 518232** when requested by the automated system. Press one (1) for Spanish and two (2) for all other languages. If you do not know the language of the detainee, press zero (0) for assistance. When an interpreter is connected to the call, summarize the reason for the call and provide any special instructions prior to providing the telephone to the detainee.

4. Copies of the charging document (arrest report) will be made and distributed as follows:
   a. Original returned to law enforcement
   b. Detention Services Bureau Deputy Administrator –
   c. Detention Services Bureau Manager
   d. Juvenile Investigator
   e. Attached to the Detention Assessment Tool
   f. Children's Bureau (with a copy of the JCS32 Summary Screen attached)
5. All juveniles transported to the Central Detention Control area by law enforcement shall be recorded on the Detention Center Log Sheet, JC-152.
6. A trained staff member will conduct an intake interview. The staff member will log into the JCS32 electronic case file of that juvenile with their assigned JCS user id and confidential password; gather the determined information, and enter and/or update the information in JCS32. The following information will be time stamped and electronically identified as having been entered by that specific trained staff member:
   a. All juvenile social data;
   b. Parental information;
   c. Complaint information;
   d. Gang information;
   e. Placement information;
   f. Completion of the Detention Assessment Tool (Pursuant to DSB Policy and Procedure, Detention Decision and Monitoring, VII-1).

   A trained staff member will complete the following in a confidential setting on those juveniles who are required to be admitted into the Detention Center:
   a. Health/Medical Screening;
   b. Property information
7. At the time of admission, a Rights of Parties, JC-7K shall be completed, explained to and signed by the child indicating he/she has had his/her rights explained. The signed and completed JC-7K shall be attached to the social file to be forwarded to the Chief Probation Officer of the Children's Bureau.
8. All detainees will initial, and sign a Notification and Information Form, indicating their understanding of their basic rights while in the Detention Center.
9. After all information has been gathered and entered into the JCS32, should the juvenile be determined that admission to the Detention Center is indicated, each

detainee's social file is forwarded to the Chief Probation Officer of the Children's Bureau for immediate assignment of a Probation Counselor in that Bureau. Should the juvenile not be admitted to the Detention Center, the social file shall be routed accordingly to the Children's Bureau for assignment of a Probation Counselor within that Bureau through their regular channels after the juvenile's release from the Detention Services Bureau.

10. The juvenile shall be photographed.
11. All juveniles charged with a felony must be fingerprinted. Those fingerprinted shall have a notation indicated as such in their JCS32 electronic case file Chronological Notes.
12. A Detention Card, JC-133, must be completed and time stamped.
13. Any child admitted to the Detention Center shall have a Medical Record created unless they have a prior history and one already exists. Should one already be on file, the Medical Record will be pulled by the Health Authority at the time of admission to the Detention Center.
14. At the time of admission to the Detention Center, Detention Services Bureau personnel are informed of any detainee's special medical problems or of any physical problems that might require medical attention. For example but not limited to, the Recreation Coordinator will be advised of any special needs a detainee may have. The Food Services Division is advised of any detainee with special diet needs pursuant to DSB Policy and Procedure, Food Services, X-4 and the use of the Special Diet Form, JC-109.
15. Any child admitted to the Detention Center will have a Detention Fee Bill of Costs, JC-76B, completed, which will be provided to the parent or guardian as per Detention Services Bureau Policy and Procedure, Releases, VIII-7.
16. Any child admitted to the Detention Center must have a wristband made and attached to their left wrist. All wrist bands are color coded as follows:
    a. Red – General Population (No Special Needs);
    b. Green – Indicates detainee is being administered prescription medication in the building;
    c. Blue – Indicates detainee has some type of food allergy or special diet need.

D. Reception and Release Procedures

1. All juveniles placed in the one of the CDC Holding Rooms shall be recorded on the Holding Area Assignment Log, JC-173.
2. Juveniles who are in Process and Release shall not be enclosed in a holding room.
3. Juveniles who are to be placed in the Detention Center and are placed in one of the CDC Holding Rooms shall be enclosed and shall receive fifteen (15) minute checks. Each fifteen (15) minute check shall be logged in the CDC Holding Room Security Check Log Book. When the rooms are not in use, an entry shall be made noting the same.

4. The Shift Supervisor shall be notified and will further determine the juvenile's status should a juvenile, who is in Process and Release and has completed the process of being checked in, remain in the CDC Release Room for a period exceeding four (4) hours.
5. Using the Holding Area Assignment Log, JC-173, all juveniles in the Holding and Release Rooms during the Formal Count times shall be accounted for using the principles of counting in DSB Policy and Procedure, Detainee Count Procedure, VI-19.
6. Any juvenile who is in Process and Release during meal time shall be offered the opportunity to receive a snack pending his/her release.

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	Policy # VIII-3 Review: August **DETAINEE ORIENTATION**
Chapter: DETENTION INTAKE/RELEASE *Revised: June 13, 2013* Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-3C-03; 5A-14 through 15

SUBJECT: DETAINEE ORIENTATION

I. PURPOSE

To acquaint and familiarize the detainees with the Detention Center and its procedures so as to minimize the detainees' anxieties, which result from the detention process.

II. POLICY

The Detention Services Bureau shall conduct a standardized orientation for all detainees within one working day of admission.

III. PROCEDURES

A. Initial Orientation

1. The orientation process will begin immediately upon the youth's arrival, with staff providing an explanation of the admission process.
2. The youth will be informed where he/she is and what the charges are that have been placed against him/her.
3. A child who is detained in the Detention Center on any allegations of delinquent behavior, shall be given a detention hearing within twenty-four (24) hours of the date of detention, excluding non-judicial days, see Detention Services Bureau Policy and Procedure VIII-8 for further direction.
4. Detention hearings will be conducted each weekday and at such other times and placed as determined by the Judge of the Juvenile Court of Memphis and Shelby County. The Court shall then determine if the youth's detention is necessary pending hearing and disposition.
5. The rules and regulations of the Detention Services Bureau will be reviewed when the detainee appears to be receptive and cooperative but no later than admission to the Detention Unit.
6. The detainee will be given the opportunity to ask any questions regarding his/her detention.
7. The detainee will be informed that a Detention Officer will be checking his/her detention room every fifteen (15) minutes or less and that he/she should inform the Detention Officer of any problems. In an emergency, he/she should call out his/her name and request assistance at any given time.
8. A copy of the Detention Center Rules will be given to them at admission into the Detention Center. These rules are also listed in the Detention Overview Booklet for the detainee's review as well.

9. All efforts will be made to accommodate juveniles with written materials and/or translations in their own language if they do not understand English.
10. When a literacy problem exists, a Detention Officer will assist the detainee in understanding the material.
11. All detainees will sign and date an Acknowledgement of Receipt, JC-157E, indicating they have received the rules of the Detention Services Bureau as well as a copy of the Detention Overview Booklet.
12. Upon completion of the Initial Orientation, the Detention Officer will complete the Daily Orientation Roster, JC-256, indicating each participating detainee, their social file numbers, the date that each participating detainee was admitted to the Detention Center and the date the orientation was completed.
13. The Detention Officer completing the Daily Orientation will print their name and sign the JC-256.
14. The JC-256 will be forwarded daily to the Deputy Administrator to be filed and retained for one (1) year according to document retention rules.

B. Youth will have full access to all Detention Services Bureau programs, services and activities during the orientation period.

C. Continuing/Formal Orientation

1. Each day at 8:30 a.m. following breakfast, those detainees who are not scheduled to attend school, and again at 3:30 p.m. after shift change, shall be given a verbal orientation period.
2. The formal orientation presentation will include a verbal review of the Detention Overview Booklet. Orientation should include distribution of written materials about the facility's programs, rules and regulations, and discussion.
3. The Detention Officer conducting the presentation will be familiar with all aspects of the Detention Services Bureau's activities and programs.
4. Youth will be given the opportunity to as questions of trained Detention Officers during the formal orientation presentation.
5. A Daily Orientation Roster, JC-256, will be completed as proof of the formal record which will be maintained to verify that all detainees have been informed of procedures relating to the Detention Services Bureau and the Juvenile Court procedures as they affect the detainees.
6. Orientation time will also be used to observe detainee behavior and to identify special problems that should be noted and passed on to Supervisory personnel

D. Detention Overview Booklet

1. Each new detainee is issued his/her own copy of the Detainee Detention General Overview Booklet upon admission to the Detention Unit at the time of the issuance of any and all court issued clothing and bedding.
2. The Detention General Overview Booklet is available in Spanish if they do not understand English. When a literacy or language problem exists, a staff member or translator assists the detainee in understanding the material. All efforts will be made to accommodate detainees with written materials and/or translations in their own language if they do not understand English.
3. Completion of the orientation is documented by a signed and dated

Acknowledgement of Receipt, JC-157E or JC-157Es by the detainee.

4. The Detention General Overview Booklet is written in clear, precise language that is easily understood by youth.

	Policy #VIII-4 Review: August **DETAINEE CLOTHING AND HYGIENE**
Chapter: DETENTION INTAKE/RELEASE Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: TCI 1400-3-.15 ACA Standard: 3-JDF-4C-34; 5A-02

SUBJECT: DETAINEE CLOTHING AND HYGIENE

I. PURPOSE

To ensure that proper personal hygiene is provided to and maintained by all Detention Center detainees.

II. POLICY

Each new detainee of the Detention Center will receive a Health Screen, JC-141, from the dress-out room Detention Officer as part of the admissions process; in addition to a shower, hair care, if necessary, a complete set of clean clothing and bedding needed for comfort, and the issuance of personal hygiene articles. After completion of the JC-141, it shall be returned to the detainee's medical record pursuant to Detention Services Bureau Policy and Procedure, Medical Screen, XI-2.

III. PROCEDURES

The following procedures shall apply:

- Each new detainee shall be greeted by the Detention officer in the dress-out room and given a verbal facility orientation.
- The detainee is advised of proper habits and practices regarding personal hygiene during this time.
- The detainee is asked to remove his street clothing and is then thoroughly strip- searched.
- A complete visual Health Screen, JC-141, will be completed.
- Haircuts for detained youth shall be made available upon request, at place and time scheduled by the DSB Administrator or designee.
- The street clothing is inventoried on the Detention Center Individual Clothing Record (JC-261A).
- The Detention Officer ensures that the Individual Clothing Record (JC-261A) is explained to the incoming youth and that the youth signs it.
- The detainee's street clothing is then thoroughly, clearly identified and stored in a property bag and sealed with a numerical property tag and documented on a JC-26A and in JCS-32 on the Inventory List. When feasible, detainees' personal clothing will be laundered separately (see DSB Policy and Procedure, XI-10, Infectious Control.)
- The detainee's clothing sizes are obtained by the Detention Officer, listed on the JC-261A, and one set of clean Detention Center clothing is issued to the detainee.

- Clothing issued to the detainee at that time shall consist of the following:
  - one jumpsuit
  - one undershirt
  - one pair of briefs,
  - one bra (female)
  - one pair of socks,
  - and one pair of shoes.
- Detainee jumpsuits will be changed three times each week. This shall occur on Sunday, Tuesday and Friday.
- Under clothing shall be changed daily after showering or when necessary.
- All uniforms will be worn with underwear.
- The detainee is informed that all clothing and bedding issued is their responsibility and that they will be held accountable for usage and maintenance. All damage to the uniforms will be assessed to the parent or guardian. The Detention Officer ensures that the detainee signs a JC-261A.
- During admission each detainee shall be issued clean bedding and linens. The detainee is responsible for the return of these items:
  - Two sheets.
  - One mattress.
  - Sufficient blankets to provide comfort under existing temperature control.
  - One pillow, and
  - One pillowcase.

  Pillows and mattresses shall be cleaned before reissue and blankets, linen and towels shall be laundered before reissue.
- The Lead Detention Officer or Senior Detention Officer will ensure that there is sufficient clothing, linen, and bedding on hand in the storeroom in order to eliminate any delay in the issuing or replacement of needed items.
- The JC-261A is retained in the Detention Center Control Booth until the detainee is discharged from the residential unit.
- Articles necessary for maintaining proper personal hygiene are provided to all detainees. This includes:
  - Soap
  - Toothbrush
  - Comb
  - Deodorant
  - Toilet Tissue; and
  - Shaving equipment shall be available upon request and the special hygiene needs of females shall be met.
- Replacement and/or additional personal hygiene items will be issued to each unit according to the unit schedule for re-supply or will be issued to individual detainees on an as needed basis by the monitors.
- Mattresses and pillows for each detainee shall be maintained in each individual's room. Bed linens shall be laundered/exchanged each time a detainee is released or twice a week.
- Worn or unserviceable mattresses, pillows, blankets, or other bedding items shall be replaced from stock by the Detention Services Bureau Manager upon request in writing by the Lead Detention Officer or Senior Detention Officer.
- Mattress Inspection shall be documented semi-annually in JCS32 Placement Module, Searches and Inspections by the assigned Shift Supervisor.

	Policy # VIII-5 Review: August **DETAINEE ROOM ASSIGNMENT**
Chapter: DETENTION INTAKE/RELEASE *Reviewed: May 3, 2013* Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: None

SUBJECT: DETAINEE ROOM ASSIGNMENT

I. PURPOSE

To standardize the room assignment procedures on the Detention Center residential units ensuring maximum accountability and the safety and welfare of the detainees.

II. POLICY

The Detention Services Bureau will ensure a standardized process is followed for all detainees admitted to the Detention Centers' residential housing units.

III. PROCEDURE

1. The youth at the time of processing shall be assigned a secure locker number for his/her property.
2. The youth should then be taken to an assigned detention room by a detention officer, for a room inspection utilizing a Room Inspection form, JC-257A or JC-257As, at which time the doors, walls, commode, mattress, pillow, and the general surroundings will be inspected in the youth's presence.
3. Youths shall be issued Court clothing and necessary articles required for maintaining proper personal hygiene at the time of admission to a residential detention center housing unit.
4. While it may be necessary to move a detainee from one room to another, the Detention Officer must inspect that room in the youth's presence if the situation permits. Damage reports should be filled out when necessary.
5. If it is determined that a youth is hungry and mealtime is not close, it would be in order to request the Shift Supervisor for the Food Services Division to feed the youth.
6. A daily list will be maintained of those youths that are on "Close Observation" and those who are on "Constant Direct Observation" on the Detainee Confinement Report, JC-157B, pursuant to Detention Services Bureau Policy and Procedure VI-28, Room/Detention Security Check.
7. The Lead Detention Officer or Senior Detention officer will assign a Detention Officer the Post with the responsibility of processing detainees admitted to a residential housing unit and released. This Detention Officer will be responsible for intake orientation, processing of personal property, issuing of Court clothing and linen, processing of the Detention Center Health Report (JC-141), and assigning the new detainee to a detention room. The assigned Detention Officer will be responsible for maintaining good order in the property room.

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	Policy # VIII-6 Review: August **UNASSIGNED**
Chapter: : DETENTION INTAKE/RELEASE Reviewed: Reviewed by: *Signatures on file in Administrator's Office*	Related Standards:

SUBJECT:

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	Policy # VIII-7
	Review: August
	RELEASES
Chapter: DETENTION INTAKE/RELEASE Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-1A-14; 5H-01 through 06

SUBJECT: RELEASES

I. PURPOSE

To standardize the release process ensuring maximum accountability and the safety and welfare of the detainees.

II. POLICY

A detainee may only be released upon proper authorization to his or her parent, guardian, or attorney. A youth may be released to anyone other than a parent, guardian, or attorney only with the approval of the assigned Probation Officer, Central Detention Control Supervisor or higher authority (Directive 9-4 [7]).

III. DEFINITIONS:

Holding – The area within the Central Detention Control where new admissions are held pending release or admission into the Detention Center.

Interstate Compact – An agreement authorizing the interstate supervision of juvenile delinquents.

IV. PROCEDURES

A Probation Counselor B will be assigned the responsibility for releases prior to the start of each shift. This counselor will be responsible for the release of all detainees during the shift from the Detention Center and Central Detention Control holding area.

Releasing Criteria

The releasing of a detainee from the Detention Center or CDC Holding area will include the following:

- Verification of identity;
- Verification of release papers;
- Completion of release arrangements, including the person or agency to whom the detainee is to be released;
- The return of personal property;
- Completion of any pending action such as a grievance or a claim for damaged or lost possessions;
- Medical screening and arrangements for community follow-up when needed;
- Transportation arrangements when indicated;
- Instruction on the forwarding of mail.

Information in the detainee's case file is not released by the Detention Services Bureau without a signed, Release of Information, JC-219A, unless otherwise authorized by operation of law.

Materials in the electronic and case files are clearly identified as to the person who processed the detainee. Detainees will have access to the information on which release decisions are made except information that is specifically classified as confidential.

Detainees are given release information in writing (See section C under Release Process) and the decision is recorded in the electronic and case files. A release, once fixed, shall be observed, unless sound reasons to the contrary are evidenced. A temporary delay may be required because of circumstances surrounding a specific release or situation.

The releasing authority does not accept the presence of a detainer as an automatic bar to release; pursues the basis of any such detainer; and releases the detainees to detainers when appropriate. The Shift Supervisor will pursue the basis of all detainers.

Release Process for Detainable or Non-Detainable Offenses

A. The Control Booth Operator (CBO) will make initial contact with those attempting to pick up detainees from the Detention Center or Central Detention Control holding area and verify the relationship and identity of that individual.
B. The CBO will indicate the relationship and identification number on the Release Card, JC-133A and will then forward the JC-133A to the Probation Counselor B assigned to releases for the shift.
C. The assigned Probation Counselor B performing releases is responsible for verifying if the detainee in question is eligible for release in that the following releasing criteria have been met:
    a. Verify that the DAT score qualifies within the releasing parameters or;
    b. Ensure no overrides to the DAT have been ordered or;
    c. An appropriate bond has been ordered by the Court or;
    d. When directed by the appropriate holding authority (i.e. when detainees are held for other counties pursuant to a request by that jurisdiction) or;
    e. When the detainee has been Released No Charge by the charging authority or;
    f. When an appropriate disposition has been entered by the Court and directs the detainees release from the Detention Center.
D. The assigned Probation Counselor B performing releases will complete the proper forms for release (one of the following: a, b, c or d):
    a. Appearance Bond, JC-217 (a copy of which is provided to the detainee) or;
    b. Receipt of Child from Juvenile Court, JC-216 or;
    c. Secured Bond (a copy of which is provided to the detainee) or;
    d. Unsecured Bond (a copy of which is provided to the detainee) and;
    e. Detention Fee Bill of Costs, JC-76B (a copy of which is provided to the parent or guardian) and;
    f. Document the time, date the person to whom the detainee is being released, the releasing officer's name and sign the Release Card, JC-133A;

indicating the release procedure was completed.

E. The assigned Probation Counselor B performing releases shall:

a. Notify the appropriate detention unit to prepare the detainee for release;
b. Remove the detainee from JCS32 population movement report and daily census;
c. Ensure the detainee signs the Property Sheet, JC-261;
d. Ensure the detainee is returned all of his/her property to include:
   i. Personal belongings
   ii. Money
e. Ensure the detainee is returned any and all medication;
f. Verify the identity of the detainee via wristband identification and detainee being requested for release cross-check;
g. Escort the detainee from the CDC area and discharge the detainee to the identified, responsible party;
h. Record the release in the CDC Log Book;
i. Record the release on the Detention Center Log Sheet, JC-152;
j. Record the release on the Detention Assessment Tool (DAT) and place the DAT in the appropriate box for document retention.

Forwarding of Correspondence

If correspondence if received for a detainee after their release, it will be forwarded to the detainee provided a forwarding address is available. If no forwarding address is available, such letters and packages should be returned to sender.

Interstate Compact

The Detention Services Bureau Administrator shall cooperate with other Bureau Administrators and with the Interstate Compact Administrators in the placement and/or return of detainees charged with juvenile offenses to the requesting State pursuant to the provision of the Interstate Compact on Juveniles.

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	Policy # VIII-8 Review: August **UNASSIGNED**
Chapter: DETENTION INTAKE/RELEASE Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: None

SUBJECT: UNASSIGNED

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	Policy # VIII-9
	Review: August
	HOLD OTHER AGENCY
Chapter: DETENTION INTAKE/RELEASE Reviewed: January 15, 2013 ***Reviewed by: Signatures on file in Administrator's Office***	Related Standards: 3-JDF-1B-04 TCI Minimum Standards for Juvenile Detention: 1400-3-08, 16

SUBJECT: HOLD OTHER AGENCY

I. PURPOSE

To establish a consistent rate and consistent standards for regional and local usage of the Detention Center.

II. DEFINITIONS

HOA – Hold Other Agency – A detainee that is being held at the request of another agency, county, or court.

Court Order – An order issued by another court requesting that a youth be held in the Detention Center of the Shelby County Juvenile Court.

Client Agency – The agency, county or other court for whom the Detention Center is holding a youth.

Transporting Officer – The individual(s) who physically transports the youth to/from the Detention Center.

III. POLICY

It is the policy of the Detention Services Bureau to charge a set fee for the housing of any detainee placed in the care of the Detention Center at a consistent and set rate. All detainees held for any client agency must be approved by the Detention Center Shift Supervisor or higher authority and must be accompanied by the client agency's detention order for said detainee or sworn charging instrument with the detention order to follow.

IV. PROCEDURES

All agencies whether regional or local who house detainees in the Detention Center will be charged the same rate as set forth by the Detention Services Bureau Administrator in an intradepartmental agreement with the Juvenile Court of Memphis and Shelby County Administration.

Admission Procedures

1. When requesting admission for any detainee from a client agency, said agency shall contact the Detention Center Shift Supervisor or higher authority for authorization.
2. Upon approval, the client agency shall arrange for transportation for the detainee.
3. The transporting officer(s) shall provide a copy of the detention order or sworn petition pending the receipt of the detention order to the Central Detention Control personnel for admission of the detainee.

4. The detainee shall be processed into the Detention Center utilizing the procedural directives as set forth in the Detention Services Bureau Policies Section, Detention Intake/Release.
5. An Other Agency Detainee, JC-73D, form will be completed. The JC-73D Summary Sheet and arrest ticket and accompanying court order will be fastened together and filed in the assigned file. The JC-73D will include:
   a. Detainee's Name
   b. Date
   c. Client Agency
   d. File Number
   e. Contact Person
   f. Detainee's Allegation

Releases

1. Detainees held for client agencies shall only be released to the specified client agency or designee. A Receipt of Child form, JC-216, will be completed in its entirety and signed by the authorized designee.
2. The Other Agency Detainee form, JC-73D will be completed with the date released and the amount due.
3. The JC-216, will be affixed to the top of the packet and placed in the box of the Deputy Administrator.
4. All other release procedural directives pertaining to the release of the detainee as set forth in the Detention Services Bureau Policies Section, Detention Intake/Release shall apply where indicated.

	Policy # VIII-10 Review: August **PERIMETER SECURITY**
Chapter: DETENTION INTAKE/RELEASE *Reviewed: January 15, 2013* Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: None

I. PURPOSE:

To establish guidelines for the security of CDA and the building perimeter during weekends, holidays and after hours.

II. POLICY:

During weekends, holidays and after hours, any employee who desires to leave the secure area of CDA or the 2nd floor lobby must contact a Supervisor. The supervisor will contact the bailiff.

III. PROCEDURE:

1. Prior to CDA personnel leaving the secure area or the 2nd floor lobby, it must be logged in the Control Booth Logbook.
2. Prior to CDA personnel leaving the secure area or the 2nd floor lobby, a supervisor must be advised of their destination.
3. The Supervisor must inform the bailiff and advise of the identity of the party and their destination. Access to the vending area on the Second floor via CDA does not have to be announced to the bailiff.
4. The Supervisor must log this on a movement log-sheet.
5. The employee must advise the Supervisor upon their return to the secure area.
6. The Supervisor must advise the bailiff of the employee's return.
7. The Supervisor must log this on a movement log-sheet.
8. The movement log-sheet will be forwarded to Administration.

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	Policy # VIII- 11 Review: August **PROPERTY**
Chapter: **DETENTION INTAKE/RELEASE** *Reviewed: January 15, 2013* Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: None

I. PURPOSE:

To establish guidelines for the collection and safekeeping of the property of juveniles who enter the detention facility.

II. POLICY:

The CDA detention officer is responsible for collecting, documenting and storing the property of juveniles brought to the Court until that juvenile is released. Upon release, the officer is responsible for returning the juvenile's property.

III. PROCEDURE:

Admissions

1. Upon entering Central Detention, all juveniles will be asked to remove their property and to place it in a basket, which will be provided.
2. The CDA Detention Officer will search the detainee.
3. The property will be logged on a JC-261, Property receipt. The detainee will sign the form.
4. The property will be placed in a clear property bag and sealed. The detainee will sign the bag.
5. The detainees name will be logged on the Intake Property Locker Assignment sheet and the corresponding number will be written on the JC-261 and the property bag.
6. The property will be locked in the property room in the locker with the number corresponding to the Intake Property Locker Assignment sheet.
7. The property will be entered into JCS by the Probation Officer admitting the youth. The JC-261 will be used as the reference.

Release

1. The CDA Detention Officer will obtain the locker number for the property from the JC-261.
2. The property will be retrieved from the locker.
3. The juvenile will inspect his/her property and sign the JC-261 indicating the property has been returned.
4. The property will be released from JCS by the Probation Counselor releasing the juvenile.

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	Policy # VIII-12
	Review: August
	GANGS
Chapter: DETENTION INTAKE/RELEASE Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: None

I. PURPOSE:

To assist the law enforcement community with the identification of all possible gang members.

II. POLICY:

Any youth suspected of gang involvement or activity will be annotated in JCS if Parent Guardian or Law enforcement identify youth as being in a Gang or youth admits to Gang involvement or youth is taken into custody with a known gang member.

III. PROCEDURE:

1. For every youth suspected of gang involvement or activity:
   a. The Gang tab will be selected on Intake screen;
   b. A note will be created in JCS documenting the gang involvement/activity;
2. As part of the JCS updating, every youth who enters Central Detention Control area will be asked the gang questions located on the complaint screen in the Intake Section

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	Policy # IX-1 Review: November **UNASSIGNED**
Chapter: Reviewed: Reviewed by:	Related Standards

SUBJECT:

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	Policy # IX-2
	Review: November
	INVENTORY CONTROL/SUPPLIES
Chapter: MISCELLANEOUS PROCEDURES Revised: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: TDCS 1400-3-.15 ACA Standard 3-JDF-4B-07

SUBJECT: INVENTORY CONTROL/SUPPLIES

I. PURPOSE

To ensure sufficient qualities of material and supplies are maintained on site to effectively and efficiently house detainees within the facility safely and securely without interruption.

II. POLICY

The Detention Services Bureau will govern the inventory control of property, supplies, and other assets.

III. DEFINITIONS

Fixed Assets – Items with a unit cost of $5,000.00 or more

IV. PROCEDURES:

Inventory and Supplies General Procedure

A. The stored supply of clothing, linens, and bedding exceeds that required for the facility's maximum juvenile population.

B. The Detention Services Bureau Manager or designee is responsible for establishing and maintaining a current Master Inventory and Supplies Control List for the Detention Services Bureau.

1. The Master Inventory and Supplies Control List for DSB shall at a minimum contain:
   - i. A complete list of all vendors currently being utilized by the DSB.
   - ii. The minimum acceptable quantity or level of each item to be maintained on hand at all times.
   - iii. Whenever an item reaches the minimum level for that particular item, a Request for Reorder JC-211 will be submitted by the Detention Services Bureau Manager or designee for that area to the DSB Administrator for approval and forwarded to Administrative Services for reorder.
2. Inclusive in the Master Inventory and Supplies Control List for DSB should be the following items, but not limited to:
   - i. Clothing
   - ii. Personal Hygiene
   - iii. Berthing
   - iv. Cleaning Supplies
   - v. Administrative Support Supplies
   - vi. Any and all Forms for the Detention Services Bureau
   - vii. General Usage Items including but not limited to:
     1) Any necessary video imaging items

2) ID bands and necessary equipment
3) Urine testing
4) Any and all medical equipment as indicated by the Health Authority

C. Access to the Inventory and Supply Closets shall be Supervisor approved access only.
D. Before approved personnel begin taking any inventory or supplies from the allocated supply room(s), a *Supply Room Inventory Sheet* shall be completed. The *item name, amount being taken, date, employee badge #, and the location the inventory is being taken too* will be written on the sheet. The completed *Supply Room Inventory Sheet* shall be turned in to the assigned Supervisor immediately following completion of the sheet.
E. The Master Inventory and Supplies Control List for DSB shall be updated monthly by the designated DSB Supervisor.
F. The Supply Closets shall be maintained in an orderly fashion preserving all standards relative to the Hazardous Materials, see DSB policy and procedure, VI-8, Control of Hazardous Materials.
G. All worn or damaged clothing, mattresses and pillow will be counted and disposed of as needed by the assigned Shift Supervisor. A memo detailing specifically what items have been disposed of any reasons why will be forwarded to the DSB Manager who will forward to the DSB Deputy Administrator and Administrator respectively.
H. Inventories on all supplies, inventory, and assigned assets within the bureau are conducted semi-annually and documented by the designated DSB Supervisor. The Master Inventory and Supplies Control List for DSB shall be updated and documented accordingly to reflect the semi-annual audit of inventory on hand. A hard-copy of the semi-annual inventory shall be printed, signed, dated and forwarded to the ACA Coordinator.

Recreation Equipment

A. The Recreation Coordinator is responsible for establishing and maintaining a current Master Inventory of all recreation supplies, games, equipment, gear, and paraphernalia assigned to the Detention Services Bureau.
B. Access to the Recreation Equipment shall be Recreation Coordinator or Supervisor approved access only.
C. An inventory of all recreation supplies, games, equipment, gear, and paraphernalia assigned to the DSB Recreation Coordinator shall be conducted semi-annually. Documentation of the semi-annual audit shall be printed, signed, dated, and a copy forwarded to the ACA Coordinator.

Shelby County Fixed Assets

A. Pursuant to Shelby County Government Policy and Procedure, a fixed asset inventory is done by Administrative Services, Administrative Support for the Juvenile Court of Memphis and Shelby County to include the Detention Services Bureau once per year.
B. An Asset Inventory Listing detailing the description of the fixed asset and the section, to which it is assigned, i.e. Detention Services Bureau, is maintained by the Administrative Services. Any and all fixed assets are to be recorded and accounted for through Administrative Services.

C. Requests for Fixed Assets to be moved to another section or department may only be done by completing a Fixed Asset Change Order form (S-2-33-5-T). This form must be submitted for approval **prior** to any move being made. The Administrator of Purchasing will advise when and/or if the equipment can be relocated.

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	Policy # IX-3
	Review: September
	HUNGER STRIKE
Chapter: MISCELLANEOUS PROCEDURES Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards & References DCS Administrative Polices and Procedures 29.5

SUBJECT: HUNGER STRIKE

I. PURPOSE

To establish a set standard to handle any juvenile admitted to the Detention Facility who declares a hunger strike or the refusal by a youth to intake food and liquids for forty-eight (48) hours or six (6) consecutive meals.

II. POLICY

Memphis and Shelby Juvenile Court Detention Facility will do everything within their means to monitor and protect the health and welfare of a hunger-striking detainee. Any youth who declares, initiates, or participates in a hunger strike shall immediately be placed on a medical watch and monitored as outlined in procedures listed below.

III. PROCEDURES

A. When a youth declares a hunger strike, the following staff will be immediately notified and documented in the Detention Center Log Book:
   - Shift Supervisor
   - Detention Services Bureau Manager
   - Detention Services Bureau Deputy Administrator
   - Health Authority
   - Detention Services Bureau Administrator
   - Director of Court Services
   - Chief Administrative Officer

B. Whenever a detainee refuses to eat or drink i.e., attempts to fast or starve, (Hunger Strike) the detainee will be placed in medical observation status and documented in the medical sick call log book. The detainee will be reported to the Health Authority ***each*** day for documented a Health Authority visit. ***(Staff will consider any detainee refusing food and liquids for forty-eight (48) hours to be on a hunger strike.)***

C. The Health Authority will submit a written report to the court on the detainee's health within twenty-four (24) hours of the Health Authority's notification and will update the report daily in writing until the detainee is removed from medical watch status.

D. The subsequent health of the detainee will be the responsibility of the Health Authority when reported to the Health Authority.

E. Medical staff shall document all treatment efforts in the detainee's medical record.

F. Medical staff shall continue clinical and laboratory monitoring as necessary until the detainees life or permanent health is out of danger. Treatment will typically continue until adequate oral intake of food and liquid is achieved

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	Policy # IX-4
	Review: September
	DEINSTITUTIONALIZATION OF STATUS OFFENDER REPORTING
Chapter: MISCELLANEOUS PROCEDURES Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards & References: TCI Minimum Standards for Juvenile Detention: 1400-3-.5

SUBJECT: DEINSTITUTIONALIZATION OF STATUS OFFENDER REPORTING

I. PURPOSE

To establish a procedure for Memphis and Shelby Juvenile Court Detention Center for the reporting of DSO Violations to the Tennessee Commission on Children and Youth and the Department of Children's Services monthly as it relates to compliance with OJJDP regulatory mandates relative to the deinstitutionalization of status offenders.

II. POLICY

Youth brought to the Juvenile Court of Memphis and Shelby County Detention Center who are charged with unruly or status offenses must not be detained for any period to exceed twenty-four (24) hours. Any youth admitted to the detention center who remains there in excess of twenty-four (24) hours must be reported to the Tennessee Commission on Children and Youth and the Department of Children Services monthly.

III. PROCEDURES

1. When unruly or status offenders are transported to the Juvenile Court Detention Center by law enforcement, a complaint will be entered into the JCS system and their time of arrival into the detention center noted accordingly.

2. The parent or guardian shall be notified immediately upon the youth's arrival so that attempts at placement of the youth back into the home are made.

3. In the event the parent or guardian refuses to allow the youth's return to the home before the youth has been in the detention center twenty-four (24) hours, the Children's Bureau Section Supervisor shall be notified so that arrangements, pursuant to the court's Temporary Shelter Policy can be made.

4. Upon the youth's departure from the detention center, the CDC assigned personnel shall enter the youth's discharge date and time in the JCS.

5. On the first day of the month, the Children's Bureau's shall be charged with compiling any DSO violations and the reporting thereof.

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	Policy # IX-5 Review: September **DETENTION SERVICES BUREAU ABUSE REPORTING**
Chapter: MISCELLANEOUS PROCEDURES Revised: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-3D-06-1; 06-4, 06-6; 06-8; 06-9; 06-10 TDCS Standard 1400-3.05 PREA Standard: 115.311

SUBJECT: DETENTION SERVICES BUREAU ABUSE REPORTING

I. PURPOSE

To ensure uniform procedures are in place for the reporting of Abuse, Sexual Abuse/Exploitation, whether confirmed, or alleged. To ensure compliance with T.C.A. 37-1-403.

II. POLICY

All suspicions of child abuse, sexual abuse/exploitation, child neglect, youth on youth sexual act, or youth on youth abusive sexual contact involving any detainee housed in the Detention Center will be reported in writing within twenty-four (24) hours as described in this policy as well as all applicable Tennessee Department of Children's Services, and Tennessee Commission on Children and Youth Requirements. All detainees admitted to the facility will be given an orientation that includes basic directions for reporting child abuse, sexual abuse/exploitation, child neglect, youth on youth sexual act, or youth on youth abusive sexual contact, and assurance of their right to be protected from retaliation. Every allegation of child abuse, sexual abuse/exploitation, child neglect, youth on youth sexual act, or youth on youth abusive sexual contact occurring at the Juvenile Court of Memphis and Shelby County Detention Center shall be reported to the Tennessee Department of Children's Services (TDCS), Tennessee Commission on Children and Youth (TCCY), and the Administrator of the Detention Services Bureau verbally and in writing within twenty-four (24) hours of discovery.

III. DEFINITIONS:

T.C.A. 37-1-403(a)(1) - Any person who has knowledge of or is called upon to render aid to any youth who is suffering from or has sustained any wound, injury, disability, or physical or mental condition shall report such harm immediately if the harm is of such a nature as to reasonably indicate that it has been caused by brutality, abuse or neglect or that, on the basis of available information, reasonably appears to have been caused by brutality, abuse or neglect.

Injury – Bruises, cuts, or compliant of pain related to a physical altercation or direct contact with a youth.

Neglect – Lack of supervision, abandonment, and/or disregard for the youth's basic needs for food, shelter, medical care that places the youth at substantial risk of harm.

No Contact Status – The status of an employee who has been accused of child abuse, sexual abuse/exploitation, or child neglect. Employees on "No Contact" Status will be placed in positions that do not require contact with youth until the investigation is completed, or the Administrator (in consultation with the Chief Administrative Officer and Director of Court Services) determines that "No Contact" Status is no longer required.

IV. PROCEDURES

General Procedures

A. Youth admitted to the Detention Center of the Juvenile Court of Memphis and Shelby County will be provided an orientation that includes basic directions for reporting child abuse, sexual abuse/exploitation, child neglect, youth on youth sexual act, or youth on youth abusive sexual contact, and assurance of their right to be protected from retaliation for reporting.

B. Any employee or volunteer/intern who has reasonable cause to believe that a youth has been neglected or abused, physically or sexually, must immediately report the suspicion verbally to his/her immediate supervisor.

C. After verbally notifying the immediate supervisor the employee will complete an Incident Statement, JC-142B and Report Regarding Alleged Abuse or Mistreatment of Child JC-107 before the end of shift and submit to the employee's Department Administrator.

D. All staff having direct knowledge of the incident will complete and submit to his/her immediate supervisor an Incident Statement, JC-142B.

E. The employee will also contact the Tennessee Department of Children's Services Central Intake Toll Free number 1-877-542-2873 within twenty –four (24) hours of the incident.

F. The Shift Supervisor receiving the JC-142B shall conduct the Incident Investigation and complete the Incident Investigation Report, JC-142A. The JC-142A shall be completed and turned in to the appropriate persons according to the Detention Services Bureau Policy and Procedure, Incident Reporting, VII-3 within a twenty-four (24) hour period.

G. The Detention Services Bureau Administrator or his designee will initiate and conduct an internal investigation for reports of child abuse, sexual abuse/exploitation, child neglect, youth on youth sexual act, or youth on youth abusive sexual contact allegedly occurring within the Detention Center ensuring any witness statements, video recording, or any other relevant material are persevered for any investigating officials for a minimum of three (3) years. Any incident identified for possible legal litigation shall be maintained for seven (7) years.

H. The DSB Administrator or his designee will ensure all JC-107's are sent to the Judge, CAO, and Director of Court Services.

I. If, at any time, a DSB employee is indicated or alleged of committing any type of abuse against a youth, they will be placed in a *No Contact Status* pending the completion of all investigations.

J. The employee may be placed on suspension with or without pay until the completion of the required investigation.

K. All case records associated with claims of sexual abuse, including incident reports, investigative reports, offender information, case disposition, medical and counseling evaluation findings, and recommendations for post-release

treatment and/or counseling are retained until the youth reaches the age of twenty-one (21).

L. Detainees who are victims of sexual abuse have the option to report the incident to a designated staff member other than an immediate point-of-contact line staff member.

VICTIMS OF SEXUAL ABUSE

A. Detainees alleging to be victims of sexual assault who are transported to the Detention Center by law enforcement within seventy-two (72) hours of their arrival in the Detention Center, will follow the following protocol:
The Shift Supervisor should
   1. Notify the Memphis Policy Department immediately upon being made aware of the victimization.
   2. Ask that the detainee be taken to the Memphis Sexual Assault Resource Center (MSARC) for a forensic evaluation.
   3. Upon completion of the evaluation, the detainee will be returned to the Detention Center.
   4. A copy of the MSARC report should accompany the detainee upon his/her return to the Detention Center.
   5. A copy of the MSARC report should be placed in the detainee's medical record.

   Note: MSARC is open twenty-four (24) hours a day, seven (7) days a week.

B. Detainees alleging to be victims of sexual assault who have been in the Detention Center in excess of seventy-two (72) hours before disclosing their victimization, shall be referred to the Health Authority by the completion of a Request for Medical Services, JC-141B. The Health Authority shall determine what further referral to another medical facility is indicated, if any. A memo shall be forwarded to the Detention Services Bureau Manager regarding law enforcement notification of the allegations of abuse and/or notification to the Department of Children's Services.

C. Following any referral for alleged sexual abuse either through the Memphis Sexual Assault Resource Center or to the Health Authority, a referral to the Division of Clinical Services for an appropriate community resource may be made. While the detainee is in the Detention Center, the Division of Clinical Services may be asked to intervene and counsel with the detainee to assess the need for crisis intervention counseling and long-term follow-up pursuant to the Division of Clinical Services, Policy and Procedure Manual, Policy # V-D, Referrals from Court Staff. Any such referral will be initiated with a Request for Mental Health Services, JC-219 completed in duplicate. The original JC-219 shall be submitted to the Deputy Administrator of the Division of Clinical Services and the copy shall be filed in the detainee's medical record.

PROTECTION FROM HARM

A. Detainees who are identified as at risk for any possible sexual victimization shall be referred for assessment and possible referral for services by the Division of Clinical Services. The Division of Clinical Services shall be responsible for the assessment, monitoring of the detainee and any referrals to community resources necessary pursuant to the Division of Clinical Services Policy and Procedure V-D, Referrals from Court Staff.

B. A Request for Mental Health Services, JC-219, shall be completed in duplicate any time a detainee is determined to be in need of assessment and/or services through the Division of Clinical Services. The original JC-219 shall be forwarded to the Deputy Administrator of the Division of Clinical Services and the copy shall be filed in the detainee's medical record.

C. A report of any and all sexual assaults are made to the Detention Services Bureau Administrator to assure separation of the victim from his/her assailant.

	Policy # IX-6
	Review: September
	SANITATION AND HYGIENE
Chapter: Miscellaneous Procedures Reviewed: January 15, 2013 Reviewed by ***Signature on file in Administrator's Office***	Related Standards: ACA Standards 3-JDF-4B-01, 03, 04, 05

SUBJECT: WASTE DISPOSAL AND PEST CONTROL

I. PURPOSE

To provide a clean and safe environment for the safety of the juveniles and staff of the
Juvenile Court Detention Center of the Juvenile Court of Memphis and Shelby County.

II. POLICY

The Juvenile Court Detention Center shall maintain waste disposal and pest control programs through the Facility Management by the Juvenile Court of Memphis and Shelby County, Administrative Services and the Shelby County Government Providers. Contracts and/or authorized purchase orders with licensed, authorized Shelby County pest control provider/professional to provide vermin and pest control services shall be developed for all living and work units within the Detention Center Bureau and Food Services Division. Storage and disposal of liquid and solid wastes occur in a manner that protects the health and safety of juveniles, staff, and visitors in accordance with the approved plan by the appropriate regulatory agency.

III. DEFINITIONS

Pests – Any destructive insects, rodents, or vermin that causes any annoyance, discomfort, or disease.

Waste – All garbage, rubbish, and other decomposable and non-decomposable liquid and solid waste that accumulates from facility buildings, residences and grounds.

IV. PROCEDURES

General Requirements

A. The Detention Services Bureau will establish a sanitation inspection program applicable to the Detention Center in accordance with the provisions of this policy.

1. All weekly inspections should be performed by the designated DSB personnel and a Weekly Housing and Sanitation Inspection Report, JC-269B completed.
2. Each area on the form should be inspected and checked off, notating whether the item is defective, acceptable, or non-applicable.
3. Should the indicated item be defective, the appropriate corrective action should be noted on the Weekly Housing and Sanitation Inspection Report, JC-269B form.

4. Upon completion, the JC-269B should be signed by the inspector and forwarded to the DSB Manager for review and any necessary follow-up.

B. The Detention Center's potable water source and supply will be certified by an independent, outside source and in compliance with jurisdictional laws and regulations annually.

C. The Detention Center will maintain daily housekeeping detail on all units throughout the center to be documented daily by the Supervisors on each shift on the Detention Center Log Sheet JC-152.

Waste Disposal

The Juvenile Court Detention Center will provide for a waste disposal program through Shelby County Government and an approved Shelby County vendor. The authorized vendor shall provide for a waste disposal system, which includes sanitary method for handling and disposing of solid, liquid and biohazard waste.

Pest Control

A. The Juvenile Court Detention Center will provide for monthly and emergency vermin and pest management program through the Facility Management of the Juvenile Court of Memphis and Shelby County, Administrative Services

B. Facility Management personnel will accompany said provider throughout the facility at all times during routine and emergency visits. Both Facility Management personnel and pest management provider will sign in and out through Lobby Guard prior to coming onto the living or working units within the Detention Services Bureau.

C. All pest control visits by the pest control provider shall be logged onto the Juvenile Court Service Log, maintained by the Facility Manager, a copy of which will be forwarded, upon completion to the Quality Assurance and ACA Standards Coordinator of the Detention Services Bureau.

D. Detention Services Bureau personnel shall report any observation of insects, rodents, pests or vermin within the Detention Center to the Detention Center management by way of the Detention Request for Maintenance Services, JC-106C, which shall be turned in to the Detention Services Bureau Manager for logging and referral to Facility Management.

	Policy #X-1 Review: October **RECREATION PROGRAM**
Chapter: DETENTION PROGRAMS Reviewed: January 15, 2013 Reviewed by: ***Signatures on file in Administrator's Office***	Related Standards: 3-JDF-5E-01 through 04

SUBJECT: RECREATION PROGRAM

I. PURPOSE

To provide recreational programming to detainees in the Detention Center.

II. POLICY

The Detention Services Bureau, Detention Center shall provide detainees with an organized and planned program of recreation and leisure activities. Recreation and leisure activities shall be supervised by staff and planned for the purpose of:

- Maintaining good morale;
- Improving physical fitness and well being;
- Teaching new leisure-time skills; and
- Preventing idleness.

III. DEFINITIONS:

Recreation – Large muscle development through physical exercise.

Leisure Activities – Structured free time that promotes creativity and socialization.

IV. PROCEDURES

The Detention Center ensures daily access of recreation activities to all detainees regardless of age, religion, and ethnic background in accordance with the Detention Services Bureau Policy and Procedures.

A. Recreation Coordinator

In the Detention Center, a full-time, qualified Recreation Coordinator will:

1. Plan, coordinate and implement the recreation and leisure programs.
2. Have all detainees who participate in the recreation program sign in on the Recreation Sign-In Sheet, JC-157D, to document their participation.
3. Prepare monthly Recreation Quality Reports and submit to the Detention Services Bureau Administrator. The reports shall include but not be limited to:
   a. The activities the detainees participated in, both large muscle and leisure activities;
   b. The number of males participating in each activity monthly;
   c. The number of females participating in each activity monthly;
   d. The goals of the program.

B. Leisure Activities Program

1. Structured leisure activities will be provided for all detainees for a minimum of one (1) hour daily.
2. A variety of activities (e.g. entertainment, games, etc.) will be provided as part of the leisure activities program.
3. A variety of equipment, both fixed and movable, should be provided for leisure activities.

C. Recreation Program

1. Outdoor recreation will be provided for a minimum of one (1) hour daily, weather-permitting. The Recreation Coordinator will develop a contingency plan that provides for recreation activities in the event of inclement weather.
2. The recreation program will provide for a variety of recreation experiences, both competitive and non-competitive.
3. A variety of equipment, both fixed and/or movable should be provided for indoor and outdoor recreation.
4. Activities that present a high chance of injury (e.g. boxing, tackle football, martial arts, etc.) will not be provided. Proper safety procedures and equipment will be used in all activities.

D. Recreational Safety Measures

Strenuous exercise in a very hot environment, inadequately ventilated space, or with heavy, insulating clothing should be avoided. The designated authority will monitor outside temperatures, or heat index, over ninety (90) degrees Fahrenheit and restrict outdoor activities during high temperature levels.

1. Detainees with any of the following symptoms must be immediately referred for medical care:

   Fainting, dizziness, staggering, headaches and nausea/vomiting, cramps or muscle spasm (abdomen or extremities), muscle twitching, feeling weak, very thirsty, pale color or flushed color, faint pulse, or low blood pressure.
2. Detainees will not be permitted to exercise outdoors when there is a heat index of one hundred and five (105) degrees Fahrenheit or higher. (The local news outlets and/or a weather-radio will be used to determine the heat index.)
3. When the temperature is eighty-five (85) degrees to ninety (90) degrees Fahrenheit, detainees will be provided water and breaks in the shade as needed.
4. When the temperature is ninety-one (91) degrees to ninety-five (95) degrees Fahrenheit, detainees will be provided water and a ten (10) minute rest period every hour, in the shade if possible.
5. When the temperature is ninety-six (96) degrees to ninety-eight (98) degrees Fahrenheit, detainees will be provided water and a ten (10) minute rest period every twenty (20) minutes, in the shade if possible.
6. When the temperature is above ninety-eight (98) degrees Fahrenheit, detainees will be provided water and a ten (10) minute rest period every fifteen (15) minutes, in the shade if possible.

E. Supervision

1. Detention Services Bureau personnel shall provide necessary discipline and supervision during all recreation and leisure programming activities.
2. DSB personnel shall maintain sight supervision on detainees at all times.
3. When a staff member is charged with supervising outdoor recreation activities, he/she shall remain alert and observant at all times. DSB personnel shall avoid becoming involved in play.
4. Informal counts will be conducted prior to leaving the Detention Unit and immediately reported to the Control Booth Operator.
5. Prior to entering the outdoor recreational area, a security check will be made of the recreational area to ensure the area is secure and ready for recreational activities.
6. Upon arrival at the outdoor recreational area, another Informal Count will be conducted and immediately report to the Control Booth Operator.
7. DSB personnel will ensure that detainees behave in a manner consistent with the Detention Services Bureau Policy and Procedures, Rules and Regulations. This includes, but is not limited to the use of recreational equipment.
8. DSB personnel will assume security positions upon entering the outdoor recreational area and will not congregate in any particular area.
9. DSB personnel are not to leave the recreational area during recreational periods unless the Shift Supervisor authorizes such a request.

F. Behavior Management Detainees

All eligible detainees on Closed Status and/or Time Out/Room Restriction shall receive a minimum of one (1) hour daily of recreation and leisure activities each unless otherwise documented in one of the following:

1. Incident Report, JC-142
2. Incident Investigation Report, JC-142A
3. Detainee Disciplinary Report, JC-142C
4. Behavior Management Module in JCS32

G. Disabled Detainees

Planning of programs will consider the needs and interests of youth, including those with disabilities.

H. Participation

All detainees will have access to recreation and leisure activities and will be encouraged to participate. Participation by an individual detainee may be modified as necessary because of security concerns, disciplinary reasons, or the mental/physical condition of the youth.

I. Suspension of Programming

Like all Detention Services Bureau programs and activities, recreation and leisure activities may be curtailed or suspended by order of the Administrator or designee in the event of an emergency. Suspension or curtailing of recreation or leisure activities must be documented, including the reason.

	Policy # X-2
	Review:
	RELIGIOUS PROGRAMS
Chapter: DETENTION PROGRAMS Revised: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-5F-02 through 06

SUBJECT: RELIGIOUS PROGRAMS

I. PURPOSE

To provide coordinated, meaningful, and effective ministries to the detainees in the Detention Center.

II. POLICY

Participation in religious programs and activities is voluntary by detainees in the Detention Center. The documented, trained volunteer corps for the Detention Chaplain Program shall provide for a variety of religious faiths and promote activities inclusive of worship services, pastoral visitations and religious studies in the Detention Center pursuant to the contractual scope of services for the Chaplain Contractor. Subject to limitations necessary to maintain facility/program order, safety, and security this also includes access to religious literature to representatives of his/her faith and to religious counseling.

III. PROCEDURES

General Procedures

A. The Chaplain Contractor will coordinate, manage, and schedule all religious programs and activities at the Detention Center.

B. The Chaplain Contractor will establish a religious program that meets the needs of the majority of the detainee population.

C. Detainees will not be denied access to religious programming when in confinement unless the detainee presents an imminent threat to others or the safety and security of the facility.

D. Subject to security considerations, appropriate space, equipment, supplies, and support will be provided to personnel involved in approved religious programming and activity. The Chaplain Contractor should, in cooperation with the Detention Services Bureau Administrator or designee, approve any donation made to the facility for religious purposes.

E. Worship services and other religious programming and activity will be provided in keeping with the needs of the youth in the population. Programs will be conducted and/or supervised by approved personnel.

F. Detainees may have access to representatives of their religious faith via requested appointments or inclusion on the detainee's visitation list. Religious representatives will be required to provide proper identification and will be subject to all visitation procedures and policies.

G. Relationships should be maintained with religious resources in the community.

H. Detainees will have access to religious publications and materials. Materials may be reviewed prior to being issued to ensure that they do not threaten facility

order, safety, and security. Quantities of materials possessed by detainees may be limited based upon fire safety, sanitation, and storage concerns.

I. The Chaplain Contractor has physical access to all areas of the institution to minister to juveniles and Detention Services Bureau personnel.
J. Religious diets will be provided within the guidelines provided in DSB Policy and Procedure X-4, Food Services.
K. The Detention General Overview Booklet will include information about accessing religious services.

Volunteer Participants

A. Pursuant to the Scope of Services in the contractual agreement, the Chaplain Contractor shall recruit spiritual volunteers of racial, ethnic and religious diversity and supporting faith communities to serve the diverse juvenile population in the Detention Center.
B. Each volunteer shall complete an appropriate Court Volunteer Application, JC-166, and submit the same to the Chaplain Contractor for review and further action.
C. After being accepted into the spiritual volunteer corps for the Detention Chaplain Program, each volunteer must complete an appropriate, documented orientation and/or training program prior to assignment.
D. All volunteers in the Detention Chaplain Program must agree in writing to abide by facility policies, particularly those relating to the security and confidentiality of information by signing a Volunteer Statement of Agreement, JC-166C.

	Policy # X-3
	Review: October
	G.O.A.L.S. PROGRAM
Chapter: DETENTION PROGRAMS Reviewed: January 15,2013 Reviewed by: ***Signatures on file in Administrator's Office***	Related Standards: 3-JDF-5B-02

SUBJECT: G.O.A.L.S. PROGRAM

1. Background: The GOAL Program (Great Opportunities for Additional Learning) of the Juvenile Court of Memphis and Shelby County uses volunteer facilitators and guest speakers to provide children being detained in the Central Detention facility with an opportunity to receive relevant and beneficial information within a loosely structured classroom format during the child's stay. Classes specifically designed to meet the collective service needs of the juvenile population. Facility staff identifies trends through statistical analyses and consultation with Medical, Educational and Children's Bureau staff members to schedule G.O.A.L.S. speakers as needed.

2. Program Structure

A. Program Management

The Goal Program will be overseen and managed by the Volunteer Services Bureau with direct assistance from the GOALS Coordinator. The Volunteer Services Bureau will:

(1) Recruit and interview potential volunteer facilitators for the GOAL Program;

(2) Schedule volunteers and outside agencies/guest speakers to fill in the class slots;

(3) Maintain supplies, equipment; and other resources for the GOAL Program (videos, teacher guides, forms, writing utensils, training materials, etc.);

(4) Maintain documentation of class schedules, participants, and participant surveys.

B. Program Schedule

Due to the high turnover of the detention population, the sessions for the GOAL Program will be scheduled as follow

(1) Sessions will be held in a secured Central Detention classroom overseen by a Detention officer.

(2) Topics to be covered in the sessions will include, but are not limited to:

- anger management
- conflict resolution skills
- communication skills
- drug/alcohol/substance abuse awareness
- sexually transmitted diseases
- building self esteem
- Life skills (finances, job hunting, etc.)

(3) Some of the session's slots will be filled by outside agencies or guest speakers who will present specific topics (HIV awareness, or a field of work as

identified by the collective needs of the detainees)

C. Volunteer Job Description

The GOAL Program volunteer facilitator must be 21 years or over, pass the Court's standard security check and have been approved after an interview by the Administrator of Volunteer Services. The GOAL Facilitator will:

(1) Attend a training and orientation session prior to their first class assignment;
(2) Sign in at the Volunteer Services Bureau office before the class begins;
(3) Present a classroom video to the class in Detention, possibly working in teams of two or three;
(4) Facilitate and encourage discussion and the use of written materials regarding the topic; Ensure that each participant has initialed an attendance sheet for each class and submit the attendance sheet (along with any other Detention Programs
(5) Return any forms completed by the detainees to the Volunteer Services Bureau;
(6) Ensure that any materials used by the detainees during the class are returned before the class is dismissed.

Note: T he movement, security and supervision of the children is the responsibility of the Central Detention Staff.

D. Conclusion

In conclusion, the GOAL Program will provide detainees with information on relevant and beneficial topics during their stay, which will help meet their needs as at-risk youth and help to guide their future. The GOAL Program will also provide community volunteers with an excellent and safe opportunity to work with a group of detainees needing their attention and direction who are usually not readily accessible.

	Policy #X-4 Review: October **FOOD SERVICES**
Chapter: DETENTION PROGRAMS Reviewed: January 15, 2013 Reviewed by: ***Signature on File in Administrator's Office***	Related Standards: 3-JDF-4A-01 through 14 TDCS Standards: 1400-3-.10

SUBJECT: FOOD SERVICES

I. PURPOSE

An experienced Food Service Manager supervises food services operations, including budgeting and purchasing. Menu plans are reviewed and approved annually by a certified dietician.

II. POLICY

All meals shall meet the minimum daily requirements established by the American Dietary Association (ADA). Detainees in the Detention Center shall receive three (3) well-balanced meals, two (2) of which are hot meals, are provided at regular meal times during each twenty-four (24) hour period, with no more than fourteen (14) hours between the evening meal and breakfast. Detainees shall receive one (1) snack daily. All menus shall be evaluated annually by a certified dietician. Meals shall be served with as little regimentation as possible and taking into consideration texture, temperature, appearance and palatability.

The food service area, staff, procedures and equipment shall meet federal, state and local safety and health requirements. The food services shall comply with the applicable sanitation and health codes as promulgated by federal, state, and local authorities.

Special diets shall be provided as required for those detainees whose religious beliefs require the adherence to religious dietary laws.

Special diets shall be provided as indicated in writing by the Health Authority for those with special dietary needs for medical purposes.

Menus and/or food portions shall not be altered or withheld for disciplinary or punitive sanctions.

The Detention Services Bureau shall provide all supervision for detainees during meal times.

III. DEFINITIONS:

ADA – American Dietary Association

IV. PROCEDURES

A. The Juvenile Court of Memphis and Shelby County will operate a Food Services Department under the Division of Administrative Services that will provide for the dietary needs of the detainees housed in the Detention Center.

Through inter- departmental collaboration, the Detention Services Bureau will ensure that the Food Services policies and procedures are followed within the guidelines so as to best maintain security to the facility.

- The Detention Services Bureau will ensure security supervision at a level appropriate for the Detention Center.
- The food services plan provides for a single menu for care and custody personnel and detainees.
- The food service staff shall develop advanced, planned menus and follow the schedule.

B. Special, therapeutic, medical and religious diets including those ordered by the Health Authority, a licensed mental health professional (for youth on a Special Management Plan), a physician's assistant, nurse practitioner, dentist or the Detention Services Bureau Administrator or designee when indicated shall follow the following procedure:

Therapeutic/Medical Diets

- Therapeutic diets will be ordered using the Special Diet Form, JC-109 which will be submitted to the Food Services Manager and copied to the Detainee's Medical File, Detainee File on Residential Unit, the DSB Administrator, Deputy Administrator and Manager.
- The diet must be specific and include the name of the person authorizing the diet and the date(s) the diet will be in effect.
- Verbal orders received by the Health Authority may be signed by the Health Authority designee and co-signed during the ordering provider's next visit to the Detention Center.

Request for Special Diets by Licensed Mental Health Professional

- Should a licensed mental health professional issue a request for a special diet, the licensed mental health professional shall complete the Special Diet Form, JC-109 in detail and sign before distributing accordingly.

Religious Diets

- All religious diet requests must come from the detainee's parent or guardian and must be submitted to the Detention Services Bureau Administrator or designee.
- Religious diets will be ordered using the Special Diet Form, JC-109, which will be submitted to the Food Services Manager and be distributed accordingly.
- The diet must be specific and include the name of the person authorizing the diet and the date(s) the diet will be in effect.
- A copy of the religious diet will be placed in the detainee's case record.

C. All detainees shall be served the same food in the same quantities. Menus and/or meal portions will not be altered for detainees in isolation, detention, segregation, etc. (Isolated detainees determined to be at risk of self-harm may be served a special diet, as ordered by the Health Authority or other appropriate professional.)

D. FOOD SERVICE OPERATIONS

I. RECORDS

1. Records will be maintained by the Food Services Manager to document, at a minimum, the following:
   - Food expenditures that identify per capita costs per meal;
   - Accurate records are maintained of all meals served;
   - Food requirements estimated at thirty (30) days in advance.
   - Weekly inspection of all food service areas, including dining and food preparation areas and equipment.
   - Weekly inspection of all sanitary, temperature-controlled storage facilities for all foods;
   - Daily checks of refrigerator and water temperatures by the Food Services Manager or designee.

2. The Food Services Manager will prepare annual evaluations of the food service operation including records of the following:
   - Standard ration compliance;
   - Menu plans;
   - Records of all meals served;
   - Equipment needs;
   - Staffing patterns;
   - Costs;
   - Sanitation;
   - Special problems;
   - Storage procedures;
   - Physical plant.

3. The Food Services Manager will cooperate with state and county inspectors to conduct an outside inspection at least once each year.

II. FOOD STORAGE

All food shall be stored to meet the standards set forth in the Rules of the Tennessee Department of the Health, Bureau of Health Services Administration, Division of General Environmental Health, Food Services Establishment, T.C.A. Chapter 1200-23-1.

1. Storage shelf goods are maintained between forty (45) degrees and 80 degrees Fahrenheit.
2. Refrigerated foods are to be stored between thirty (35) degrees and 40 degrees Fahrenheit.
3. Frozen foods are stored at Zero (0) degrees Fahrenheit or below.

III. FOOD SERVICE PERSONNEL

1. The Food Services Department will provide the following minimum staffing pattern:
   a) One Food Services Manager with a background and experience in the administration and supervision of food service operations.
   b) Supporting personnel adequate to ensure the preparation and serving of the meals as described by this policy.
2. Pursuant to the Rules of Tennessee Department of Health, Bureau of Health Services Administration, Division of General Environmental Health, Chapter 1200-23-1, Food Service Establishment, Employees shall thoroughly wash their hands and the exposed portions of their arms with soap and warm water before starting work, during work as often as is necessary to keep them clean, and after smoking, eating, drinking, using the toilet, and again upon returning to work after using the toilet. The use of common towels is prohibited. Employees shall keep their fingernails clean and trimmed.
3. In accordance with Shelby County Government requirements, all applicants for food services positions shall be required to satisfactorily complete a pre-employment physical examination before beginning to work.

No detainees or personnel other than Food Services Personnel are to be allowed in the kitchen area where food is prepared at any time.

	Policy #X-5 Review: October **SOCIAL SERVICES PROGRAMS**
Chapter: DETENTION PROGRAMS Reviewed: January 15, 2013 Reviewed by: ***Signatures on file in Administrator's Office***	Related Standards: 3-JDF-4C-16; 3-JDF-4C-21-2; 4C-39; 4C-41; 3-JDF-5B- 03 through 06; 3-JDF-5B-01-2

SUBJECT: SOCIAL SERVICES PROGRAMS

I. PURPOSE

To ensure that an appropriate range of program services and assessment processes are made available for detainees either by programmatic provisions, intra-departmental assessment services or through referral requirements by way of intra-departmental collaboration with the Detention Services Bureau and the Juvenile Court of Memphis and Shelby County.

II. POLICY

To ensure that all identified detainees are referred to an appropriate program or service for evaluation, assessment or treatment while in the care and custody of the Detention Services Bureau.

III. DEFINITIONS

Division of Clinical Services (DOCS) – The division of Juvenile Court under the direction of an Director/Psychologist, whose sections include the Evaluation and Referral Section and the Assessment and Service Planning Sections. The mission of the division is to assess, identify, and refer youth presenting with mental health, substance abuse, or special needs issues to appropriate, community based levels of care.

Health Authority – The physician, health administrator, or contract agency responsible for the provision of health care services at the Detention Center. The responsible physician for the Detention Center.

IV. PROCEDURES

A. Counseling for Detainees

Counseling Services

1. When any Court employee throughout any division other than the Detention Services Bureau identifies a detainee who may need assessment by a Clinical Services Specialist, that employee may make a referral to the DOCS Deputy Administrator pursuant to the DOCS Policy and Procedure Manual, Policy V- D, Referrals from Court Staff.
2. The detainee will receive daily visits from the Clinical Services Specialist throughout the remaining stay in the Detention Center. (See DOCS Policy and Procedure Manual Policies V-D.)

Crisis Services

Detainees who have been identified and subsequently seen by the Mobile Crisis Assessment Team, but have been cleared to remain in the Detention Center, will have daily, face-to-face visits from the Division of Clinical Services pursuant to the Detention Services Bureau Policy and Procedure Manual, Policy IX-1 and intra-departmental policy agreement. (See Division of Clinical Services Policy and Procedure Manual Policy, V-C.)

Non-Crisis Services

1. Detainees who request to see a counselor may request the same from any Detention Services Bureau personnel on the unit.
2. The Detention Services Bureau personnel will complete the Detainee Probation Counselor Request Form, JC-157A.
3. The Lead or Senior Detention Officer on the respective detention unit will be responsible for sending an e-mail to the detainee's assigned Children's Bureau counselor requesting that the detainee be seen.
4. The Lead or Senior Detention Officer on the respective detention unit will be responsible for noting the e-mail request to the Children's Bureau counselor in the JCS32 Chronological Notes Section.

B. Early Identification

1. As identified in an intra-departmental collaboration with the Division of Clinical Services, the DOCS provides for early identification and treatment of detainees with alcohol and drug abuse problems through a standardized battery assessment. Further, screening tools are used to determine elevations in feelings of anger, depression, self-harm, suicidal ideations and/or psychosis. (See DOCS Policy and Procedure, Policy V-B, Mental Health Screenings).
2. Any elevations reflected by the screenings should be reported to the assigned Children's Bureau counselor with a recommendation for follow-up as indicated in the DOCS Policy and Procedure Manual, Policy V-B, Mental Health Screenings.

C. Special Needs Detainees

1. Should the Division of Clinical Services or the Health Authority, through a pre-determined screening process conclude that a further referral for a mentally retarded or mentally ill detainee requires additional or specific care outside the Detention Center, the referral should be coordinated through the Health Authority and the Detention Services Bureau Administrator or designee.
2. The specific referral resources are previously identified by the Director of the Division of Clinical Services cataloged in a directory maintained through their offices.
3. Emergency transfers to a mental health facility are approved and supervised by the Division of Clinical Services in collaboration with the Children's Bureau, the assigned probation counselor and the Administrator of the Detention Services Bureau.
4. The Division of Clinical Services will advise at regular intervals as to the detainee's progress and report as to the estimated time at which the

Detention Center can expect the detainee to return to the facility.

5. All discharge summaries will be confidential and will be placed in the detainee's medical record.
6. Any follow up appointments will be coordinated through and with the Health Authority and/or the Division of Clinical Services.

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	Policy # X-6 Review: October **WORK DETAIL ACTIVITIES FOR DETAINEES**
Chapter: DETENTION PROGRAMS Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-5C-05 and 06; 3-JDF-4B-09

SUBJECT: WORK DETAIL ACTIVITIES FOR DETAINEES

I. PURPOSE

To provide guidelines and expectations for work detail activities for detainees in the Detention Center.

II. POLICY

Able-bodied detainees in the Detention Center are expected to participate in the care of the facility in approved work detail activities that contribute to the daily maintenance and operation of the facility. Detainees shall not perform work details prohibited by state or federal law pertaining to child labor nor shall detainees be exposed to dangerous work conditions. No private organization or individual shall profit from work performed by the detainees.

III. DEFINITIONS:

Able-bodied Detainees – A detainee who has the physical and mental capability to perform a particular work detail assignment.

IV. PROCEDURES

A. Work activities will be performed when the detainees are not involved in education or other Detention Center approved programming or activity. Detention Services
Bureau personnel are prohibited from taking detainees from school for the purpose of performing a work detail assignment.

B. All able-bodied detainees are required to clean and care for their personal sleeping and housing area. All able-bodied detainees will contribute to the cleaning and care of common areas in their general housing area.

C. All work detail activities, outside of the detainees' personal sleeping and housing area or personal hygienic needs, are considered to be voluntary and are not required by the detainees to participate.

D. Detainees may be assigned to work detail activities to assist in other areas of the Detention Center.

E. All work detail assignment will be supervised by Detention Officer trained to perform the assignment. Detention Officers will insure that the work detail is performed properly and in a safe manner. Detainees will be provided task-related equipment such as latex gloves, etc.., for protection when indicated.

F. Detainees will not be allowed to utilize any equipment that presents an unacceptable risk. Generally, unacceptable risks will be determined by the Detention Services Bureau Administrator. Detainees will be trained in the proper and safe operation of any equipment that they may use in a work assignment. Detainees will be carefully supervised anytime they are utilizing

potentially hazardous equipment or tools. Detainees will not be allowed to utilize substances that pose an unacceptable level of risk as determined by the DSB Administrator. If the Shift Supervisor believes that an activity is hazardous, he/she shall immediately discontinue the work activity and report the hazard to the DSB Manager.

G. Meaningful work detail activity is important in teaching responsibility, following instruction, cooperation, and minimizing idleness. An individual detainee's work detail activity should be considered a part of his/her daily routine. Work detail activity will not be scheduled in conflict with planned activities associated with a detainee's school day or other scheduled activities.

H. No detainee will ever be permitted in the Central Detention Control area. Central Detention Control will be cleaned by officers assigned to that post, see Detention Services Bureau Policy and Procedure, VI-14.

	Policy # X-7 Review: October **ACADEMIC SERVICES**
Chapter: DETENTION PROGRAMS Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-5C-01 through 04-9

SUBJECT: ACADEMIC SERVICES

I. PURPOSE

To provide a comprehensive education program to all eligible detainees in the Detention Center at a time when the majority can take advantage of the programs through an Interagency Memorandum of Understanding between Shelby County Government on behalf of the Juvenile Court of Memphis and Shelby County, Detention Services Bureau and Memphis City Schools through its Division of Innovative Schools.

II. POLICY

The Memphis City Schools through its Division of Innovative Schools through an Interagency Memorandum of Understanding with Shelby County Government on behalf of the Juvenile Court of Memphis and Shelby County, Detention Services Bureau shall manage a quality educational program to eligible detainees in the Detention Center.

III. PROCEDURES

A. The Memphis City Schools by way of the Interagency Memorandum of Understanding shall:

1. Memphis City Schools shall implement and administer year round Detention School in a lead capacity.
2. Provide for a year round educational program that is consistent with the needs of the juvenile population.
3. Provide academic instruction with teachers, certified by the Tennessee Department of Education for the purpose of academic instruction.
4. Complete logs to document contact with targeted students.
5. Provide and implement appropriate curriculum for year round academic instruction that is recognized, certified or licensed by the Tennessee State Department of Education.
6. Provide certified teachers to determine the need for and provide special education services compliant with federal, state, and local laws, and regulations.
7. Provide software for computers, textbooks, classroom materials, and supplies needed for minimum state education standards instruction.
8. Coordinate with the Juvenile Court of Memphis and Shelby County, Volunteer Services Bureau to provide mentoring speakers through the Great Opportunities for Additional Learning Program to provide instruction in functional social skills.

9. Track and monitor students' progress and submit reports to the Juvenile Court of Memphis and Shelby County.
10. Provide a liaison to work with the LEA of the student's residence after the student is no longer detained by the Detention Center in transitioning the student to the respective LEA of residence, if such placement is agreeable to the respective LEA.

B. The Juvenile Court of Memphis and Shelby County, Detention Services Bureau shall:
   1. Provide access to targeted students. No student shall be discriminated on the basis of race, religion, national origin, sex, disability or political views in the provision of services, programs and/or activities administered for program beneficiaries and participants.
   2. Provide facilities, including classrooms, office space for teachers and support staff.
   3. The Detention Services Bureau will, in an interagency and intra-agency collaboration, assist the Memphis City Schools and the Juvenile Court's Volunteer Services Bureau provide mentoring speakers through the Great Opportunities for Additional Learning Program so as to utilize business, industry, and community resources in developing academic and vocational education programs for detainees.
   4. The Detention Services Bureau will ensure security supervision at a level appropriate for the Detention Center before, during, and upon class dismissal.
   5. The Detention Services Bureau shall ensure the proper staff to detainee ratio at all times as indicated in Detention Services Bureau Policy and Procedure, V-6.
   6. The Detention Services Bureau shall provide orientation and training to the Memphis City School personnel on processes, procedures, and security protocol of said bureau as well as the Juvenile Court of Memphis and Shelby County.

C. Records
   1. By way of the Memorandum of Understanding, the Juvenile Court of Memphis and Shelby County, Detention Services Bureau and the Memphis City Schools, Division of Innovative Schools, shall:
      i. Agree to share educational records if a Family Educational Rights and Privacy Act release is properly executed by the youth's parents if the youth is under the age of eighteen (18) or by the student if eighteen (18) years of age or older.
      ii. Agree to abide by all applicable local, state, and federal laws concerning protected and confidential youth's records.

D. Academic Council and Evaluation
   1. By way of the Memorandum of Understanding, a Council of representatives shall be established which shall include representatives from both parties to address any matter that may arise including the establishment of regulations and procedures of The School. The Council

shall be composed of two representatives of Memphis City Schools and two representatives of Juvenile Court. The Council shall meet at least quarterly to foster a positive relationship between the Parties and make recommendations for the enhancement of the relationship.

2. The MOU shall be reviewed annually through the Council and revised in accordance with each Party's needs if mutually agreed to in writing by all Parties.
3. The Memphis City Schools shall be responsible for annual evaluation to measure the effectiveness of the education program against stated objectives.

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	Policy # XI-1
	Review: November
	HEALTH AUTHORITY
Chapter: MEDICAL AND HEALTH SERVICES Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-4C-03, 05, 11, 31 and 32

SUBJECT: HEALTH AUTHORITY

I. PURPOSE

To ensure that the facility health care personnel implement the prescribed medical treatment and pharmaceutical regimen.

II. POLICY

The Detention Services Bureau shall provide the detainees in the Detention Center with essential health care services. The Health Authority will administer treatment prescribed by a physician, dentist, psychologist, optometrist, podiatrist, or other independent provider pursuant to written standing or direct orders by any person authorized by law to give such orders.

III. DEFINITIONS:

Chronic Care – A medical service rendered to a detainee over a long period of time; i.e., treatment of diabetes, asthma, or epilepsy.

Convalescent Care – A medical service rendered to a detainee to assist in recovery from illness or injury.

Direct Order – A written or verbal order for a specific detainee by a medial practitioner licensed by the State of Tennessee to prescribe treatment in the course of his professional practice.

Health Authority – The physician, health administrator, or contract agency responsible for the provision of health care services at the Detention Center. The responsible physician for the Detention Center.

Health Care Professional – The Detention Center's health care provider whose primary duty is to provide health care services to detainees consistent with his respective level of education, training, and experience. The provider may be a physician, family nurse practitioner, physician assistant, nurse and/or medical assistant under the supervision the physician.

License – A permit issued by the Tennessee Board of Nursing to practice nursing as a registered nurse, including a renewal, or a permit issued by the Tennessee Medical Board to practice as a registered physician or physician's assistant including a license renewal.

Standing Orders – Written orders issued by a medical practitioner who is licensed in the State of Tennessee to prescribe medications in the course of his professional practice. Standing orders shall be written for a definitive treatment of identified conditions and for on-site treatment of emergency conditions for any detainee having the condition to which the order pertains. The orders are written for the benefit of all the juveniles.

IV. PROCEDURES

A. Direct Orders

1. All direct orders shall be written or given verbally by telephone (considered a verbal order) by authorized physician, physician assistant, and/or family nurse practitioner.
2. Verbal direct orders shall be accepted and written only by health care professional who are authorized to administer the treatment or medication being ordered.
3. When a verbal direct order is given, the health care professional who receives the order shall:
    a. Record the order on the detainee's Request for Medical Services, JC-141B.
    b. File the JC-141B in the detainee's Medical Record.

B. Standing Orders

1. Any written standing order(s) signed and dated by a physician, physician assistant, or family nurse practitioner may be used to initiate treatment of minor ailments. Standing orders shall include provisions for health care personnel consultation in the event the ailment is not responsive to treatment.
2. These orders shall:
    a. Be in writing;
    b. Be signed and dated by the health care professional;
    c. Specify those persons who may perform the treatment required under the standing order;
    d. State under what circumstances the prescribed treatment is to be performed;
    e. Specify the scope of supervision required for performance of treatment under a standing order;
    f. Set forth any specialized circumstances under which health care personnel performing treatment under the standing order shall communicate with the detainee's physician concerning the detainee's condition; and
    g. Specify any limitation in the Detention Center, if any in which the standing order may or not be performed. This is to include written documentation indicating should a detainee warrant Critical Needs Status due to medical conditions as indicated by the Health Authority, the Health Authority shall dictate in writing to the Shift Supervisor that segregation from the general population is necessary. The Health Authority shall specifically indicate what limitations the detainee requires and for the specified period of time. A "Staff Alert" shall be entered in JCS32 by the Shift Supervisor to alert the personnel as to the

detainee's status. The detainee shall be placed on Critical Needs Status until otherwise released by the Health Authority, in writing.

C. Special orders

1. Chronic care and convalescent care shall be provided when indicated by a prescribing physician, physician assistant, and/or family nurse practitioner.
2. Health care personnel shall provide medical preventive maintenance along with instruction in self-care for chronic conditions.

D. Prosthesis

Medical and dental prosthesis are provided when the health of the juvenile would otherwise be adversely affected as determined by the responsible physician.

E. Quality Assurance

The Health Authority and the Detention Services Bureau shall meet at least quarterly. The Health Authority shall submit statistical summaries and quarterly reports on the health care delivery system and health environment.

The Detention Services Bureau will provide any policy and procedure updates as it relates to the health services delivery system as they occur. Each policy, procedure, and program in the health care delivery system is reviewed at least annually by the Health Care Authority and the Detention Services Bureau designee and revised if necessary. Documentation to that effect of the date of the most recent review or revision and signature of the reviewer will be kept on file in the office of the Detention Services Bureau Administrator or designee.

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	Policy # XI-2
	Review: November
	MEDICAL SCREEN
Chapter: MEDICAL AND HEALTH SERVICES Revised: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-4C-13; 4C-21, 4C-24, and 5A-02

SUBJECT: MEDICAL SCREEN

I. PURPOSE

To protect the health and well being of the detainee and personnel through the early detection and appraisal of the health status of each admitted detainee.

II. POLICY

All detainees admitted to the Detention Center will complete a Detention Center Health Record, JC-141. This information will be updated and stored in the JCS32 information case file on the respective detainee.

III. DEFINITIONS

Detention Center Health Record – The medical intake screening record, JC-141 used to identify those youth with illnesses, dental problems, or health conditions in need of further attention or evaluation.

Health Authority – The physician, health administrator, or contract agency responsible for the provision of health care services at the Detention Center. The responsible physician for the Detention Center.

IV. PROCEDURES

A. At the time of a youth's admission to the Detention Center, the admitting staff member will initiate the Detention Center Health Record, JC-141 and document the updated and stored information in the JCS32 information case file on the youth.
   1. The admitting staff member will inquire from the transporting law enforcement personnel and the youth as to the youth's current medical condition prior to releasing the Law Enforcement personnel.
   2. Should Law Enforcement or the youth advise that the youth is presently suicidal or having thoughts of suicide, the youth will NOT be accepted. Law Enforcement will immediately be diverted to the appropriate local hospital for medical clearance prior to acceptance of the youth by the Detention Center.
   3. Should the youth appear to be in a non-functionally intoxicated state, the youth will not be accepted from Law Enforcement and will be immediately diverted to the appropriate local hospital for medical clearance prior to acceptance of the youth by the Detention Center.
   4. Once the youth is determined to be legally committed and appropriate for acceptance to the Detention Center, the admitting staff member will record the following information on the JC-141:

i. The detainee's name, age, date of birth, social security number and juvenile identification number
ii. The admitting date and time

5. The Detention Center Health Record, JC-141 will be completed by the admitting Detention Services Bureau personnel by interviewing the youth using the screening questions as a reference. The youth's responses and admitting personnel observations will be recorded on the JC-141 by entering the information directly into the JCS32 information case file for that detainee.
6. For any "yes" response on page one (1) of the JC-141 relative to the medical history, the admitting personnel will record comments on the form where indicated.
7. On page two (2) of the Detention Center Health Record, JC-141, on the Mental Status/Staff Observations, Psychiatric History and Alcohol/Drug Use Sections, See Detention Services Bureau Policy and Procedure Suicide Prevention, XI-11.
8. Upon completion of the JC-141, if the youth is released and not admitted to the Detention Center, the form will be printed from the electronic JCS32 information case file, signed and dated by the admitting personnel and immediately transferred into the youth's Medical Record.
9. Should he/she be admitted to the Detention Center, a copy of the JC-141 shall accompany the detainee to the respective residential unit and be completed, annotating all scars, tattoos or injuries the youth has at the time of the search. The JC-141 will be returned to Intake after completion to be placed in the detainee's Medical Record.
10. When a referral is made for medical services as a result of the medical history screening, Detention Center Health Record, JC-141, the screening form will accompany the Request for Medical Services, JC-141B.
11. Should a detainee be transferred to the Detention Center from a hospital or treatment center, the Intake Officer will immediately complete a Request for Medical Services, JC-141B, to alert the Health Authority that the detainee may require some form of follow up or triage.
12. DSB Intake personnel are responsible for ensuring all detainees who are admitted with any prescription medication receive a GREEN wristband pursuant to DSB Policy and Procedure, Medication Management, XI-4.
13. Should a youth be admitted to the Detention Center with No Significant Medical Issues as indicated on the Detention Center Health Record, JC-141, the youth will be admitted to the General Population unless other indicators such as behavior issues are prevalent to the degree that the DSB Administrator or designee has determined otherwise and this information is documented accordingly.
14. Should a youth be referred to the Mobile Crisis Assessment Team prior to admission to the Detention Center after completion of the Detention Center Health Record, JC-141, the youth will be admitted to the residential unit only after receipt of written recommendation from the Mobile Crisis Assessment Team as indicated in Detention Services Bureau Policy and Procedure, Mobile Crisis Notification, IX-1.

B. The following medical/dental data is reviewed in the detainee's medical record and any needed updated data obtained:

1. Possibility of venereal disease;
2. Current illness and health problems;
3. Medications taken and special health requirements;
4. Visual and auditory acuity examinations;
5. Nutritional status;
6. Behavioral observations, including state of consciousness and mental status;
7. Notation of handicap, body deformities, trauma markings, bruises, lesions, ease of movement, jaundice, etc.;
8. Condition of skin and body orifices, including rashes and infestations;
9. Allergies, chronic conditions, alcohol and drug use;
10. Screening of other health problems such as needed consultative medical appointments;
11. Last dental examination and when needed again;
    i. Should the detainee indicate a tooth problem on the Detention Health Record, JC-141 with an answer of "yes", but not indicate the situation to be of an emergent nature, the admitting Probation Counselor B shall complete the Request for Medical Services, JC-141B and a copy of the Detention Health Record, JC-141, will accompany the Request for Medical Services, JC-141B.
    ii. The Health Authority will triage the situation and determine the necessity for a dental examination within seven (7) days.
    iii. Should the detainee indicate a tooth problem on the Detention Health Record, JC-141 with an answer of "yes", but indicate the situation IS of an emergent nature, the admitting Probation Counselor B shall contact the Supervisor on duty to contact the Health Authority at that time and determine if immediate dental treatment will be indicated.
    iv. The Supervisor on duty will act accordingly as advised by the Health Authority. A follow-up Request for Medical Services, JC-141B and a copy of the Detention Health Record, JC-141, will accompany the Request for Medical Services, JC-141B and be completed to ensure the detainee will be seen regardless the following day or upon his/her return to the facility from the emergency care.
12. Any current dental problems the detainee may be experiencing.

C. Recommendations for further case, further examinations, treatment, and immunizations are handled by the Health Authority and/or Emergency Services.
   1. Immunization records for every detainee, detained for more than fifteen (15) days, shall be requested by the Health Authority from the parent, guardian, custodian or other available source. The immunization record shall be reviewed by the Health Authority upon receipt.

D. The Detention Services Bureau Manager and appropriate personnel are notified of pertinent information on the Detention Center Health Record Form, JC-141, from the Supervisor.

E. Collection and Recording of Data
   1. The Detention Center Health Record, JC-141 and Detention Center Health Record and Physical Exam, JC-141A, are reviewed and approved annually by the Health Authority.
   2. The process is completed in a uniform manner as determined by the Health Authority.
   3. The health history and vital signs are collected by the Health Authority.
   4. A review of the results of the medical examination, tests, and identification of problems is performed by a physician or other health care personnel, if such is authorized in the medical practice act.
   5. Collection of all other health appraisal data is performed only by qualified health personnel as determined by the Health Authority.

	Policy # XI-3
	Review: November
	MEDICAL RECORDS
Chapter: MEDICAL AND HEALTH SERVICES Reviewed: January 15, 2013 Review: *Signature on file in Administrator's Office*	Related Standards: 3-JDF-1E-05, 1E-06, 1E-08, 3-JDF-4C-46, 4C- 47 and 4C-48

SUBJECT: MEDICAL RECORDS

I. PURPOSE

To establish and maintain uniformity of the individual health record for each detainee where all health care, available behavioral health, and any performed dental services are documented in a timely, accurate, and consistent manner.

II. POLICY

The Detention Services Bureau shall ensure that any medical, dental and behavioral health services performed during any period of detention are appropriately documented to provide consistency and continuity of care.

III. DEFINITIONS:

Inactive Record – Records retained for detainee(s) who has been released from the Detention Center.

Health Authority – The physician, health administrator, or contract agency responsible for the provision of health care services at the facility. The responsible physician for the facility.

Medical Record – Records having to do with medical study or practice based on active treatment and observation of a detainee.

Treatment – The provision, coordination, or management of health care, including consultations and referrals between health care providers.

IV. PROCEDURES

General Procedures

1. A complete health record file shall be maintained for each detainee to document accurately all health care services provided throughout the period of detention.
2. Medical records of detainees previously admitted to the Detention Center will be re- activated.
3. Medical records, maintained in accordance with Detention Services Rules relating to security and privacy, shall be retained after a detainee's release for a period of time sufficient to allow treatment continuity. The medical records shall be maintained to provide the following:
   a. Clinical information.

   b. Evidence of health care service provided.
   c. A medical record file established for each detainee, which shall contain a

record of.

i. Completed intake screening
ii. Physical examination forms and/or health appraisal data form
iii. Health history records
iv. Chronological notes and all documented findings for all health care visitations, treatments, medical findings, dispositions, and diagnoses
v. Prescribed medications, their administrations, Special Diet Form, (JC-109), and other treatments
vi. Laboratory, X-ray, and diagnostic studies
vii. Signature and title of documenter
viii. Place, date, and time of health encounters
ix. Health service reports and consultations, including dental and psychiatric
x. Treatment plan, including nursing care, if indicated
xi. Progress reports, if indicated
xii. Discharge summaries of hospitalization and other termination summaries, if indicated
xiii. Refusal and consent forms
xiv. Releases of Information, JC-219A

d. Assurance that files on detainee presently at the Detention Center (active) shall be kept separate from those that have been discharged (inactive).
e. Medical records of prior detentions will be kept in the permanent detainee medical record.
f. Records of each significant health encounter with the Health Authority including sick call appearances.
g. Each entry written in black ink or typed in the medical file and signed by the appropriate designee from the Health Authority.
h. Confidentiality of all medical records. All detainee medical records shall be maintained separately from the detainee confinement records.

Collection and Recording of Services

1. Only qualified Health Authority personnel designated Intake personnel and Division of Clinical Services personnel shall collect and record health history, vital signs, and other health appraisal data onto the approved medical records forms. Each detainee encounter shall be recorded in the appropriate section of the medical records.
2. The method of recording entries in the records, the form and format of the records, and the procedures for their maintenance and safekeeping are approved by the Health Authority.
3. The contents of the medical records are identified and separated according to an established format as approved by the Health Authority in conjunction with the Detention Services Bureau Administrator.

Confidentiality

1. Access to all medical records shall be controlled by the Health Authority.
2. Routine access to the medical record room shall be limited to those personnel as designated by the Health Authority or those personnel, which require records from supplying clinical services to the detainee and to those personnel performing an investigation of the Detention Center.
3. All Medical Records are safeguarded from unauthorized and improper disclosure.

4. All manual medical records are marked confidential.
5. Any medical information contained in the detainee's electronic case file in the JCS32 is ensured confidentiality through employee access password protection and security clearance assigned to their position by Information Systems.
6. Medical records shall be released to other persons only on written authorization of the detainee on a Release of Information, JC-219A.
7. The Health Authority or designee shall, however, have access to a detainee's confinement record when the Health Authority believes information contained therein may be relevant to the detainee's health.
8. The Health Authority shares with the Detention Services Bureau Administrator information regarding a detainee's medical management, security, and ability to participate in programs.

Storage

1. The Detention Services Bureau Administrator shall maintain an adequate system of identification and filing which ensures rapid access to each detainee's record.
2. The Detention Center provides adequate space and equipment for the storage of medical records in a manner safe from fire and water damage and secure from unauthorized use.
3. All medical records shall be maintained separately from the confinement record.
4. The medical records are the responsibility of the Health Authority, which shall control access to the medical record. Access to the health record is controlled by the Health Authority.
5. Medical records shall be maintained in a separate, secure room.
6. The records shall be removed from the Department only upon the transfer of a detainee to a health care facility or provider.
7. All inactive medical records shall be stored in the inactive record section of detainee records, separated from the active records.
8. Access to inactive records shall be limited to those persons specifically approved by the Health Authority.
9. All medical records shall be retained until the juvenile's nineteenth (19th) birthday.

Transfer of Health Records

1. Whenever a detainee is transferred to another Detention Center or health care facility, a summary or copy of one medical record shall accompany the detainee.
2. Central Detention Control personnel shall notify the medical personnel at least twenty-four (24) hours prior to a routine transfer whenever feasible.
3. Any portion of the medical record that reasonably cannot be copied at the time or transfer shall be forwarded to the receiving authority within twenty-four (24) hours after transfer.
4. All medical information regarding special needs must accompany a detainee's transfer. If necessary, a written summary of possible medication and/or treatment needs during transit shall be prepared by the Health Authority who completes the exit medical authorization.
5. The following information shall accompany all detainees being transferred:
    a. Medication needs during transit;
    b. Special medical problems or needs, such as diabetes or epilepsy (but not limited to);
    c. Psychiatric problems, especially suicidal tendencies;
    d. Handicaps, which may require special procedures during transportation.

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	Policy # XI-4
	Review: November
	MEDICATION MANAGEMENT
Chapter: MEDICAL AND HEALTH SERVICES *Reviewed: January 15, 2013* Reviewed by: ***Signatures on file in Administrator's Office***	Related Standards: TDCS 1400-3-.06 ACA Standard: 3-JDF-4C-18, 19, and 20

SUBJECT: MEDICATION

I. PURPOSE

To ensure proper accountability for the distribution of medication.

II. Definition

Controlled Substances – A drug or chemical substance whose possession and use are regulated under the Controlled Substance Act. Controlled substances are drugs including but not limited to narcotics, hallucinogens, depressants and stimulants.

Health Authority – The physician, health administrator, or contract agency responsible for the provision of health care services at the facility. The responsible physician for the facility.

Over-The-Counter Drugs – A drug for which a prescription is not needed.

III. POLICY

Medical personnel under the supervision of the Health Authority shall provide for the proper storage and safe allocation of medication and treatments for all detainees.

IV. PROCEDURES

Standard Prescription Medication Distribution

A. All detainees taking prescription medication shall be issued a Green Wrist Band upon admission to identify them to Detention Services Bureau personnel. This will serve as a reminder during the release procedure to ensure all detainees depart the facility with the medication that has been prescribed for them during their stay or that which they arrived to the Detention Center with.

B. Any prescription medication in possession of a detainee at the time of admission to the Detention Center shall be taken from the detainee and the identification of such medication shall be verified by the Health Authority prior to being administered to the detainee.

   a) A Request for Medication Verification Form, JC-141C, shall be completed upon receipt of the medication from the detainee or parent or guardian.

   b) The Request for Medication Verification Form, JC-141C, shall be given to the Health Authority and await further instruction.

   c) The medication shall be logged in the Medication Log Book pending verification by the Health Authority and shall be secured by the supervisor in the Health Authority's Office in the medical cart.

C. Prescription medication shall only be administered upon the written order of a licensed physician, nurse practitioner, or physician's assistant for a specific

detainee with a documented clinical need unless otherwise authorized by the Health Authority. The Health Authority will reevaluate the prescription prior to any renewal.

D. The Health Authority/designee will distribute the morning medication to the detainees everyday.
E. The Health Authority/designee will prepare the evening medication in single dose packaging with the detainee's name to be distributed by the Supervisor or Lead Detention Officer. Each prescription shall be labeled with the detainee's name, date, unit, time to be given, and name and dosage of the medication. A separate medication sheet will be made for each medication that a detainee is taking. These will serve as working documents to be kept in the detainee's folder on the residential unit. All information from the working document shall be entered into the Medication Distribution Record in JCS32.
F. If for any reason, the medication is not administered, it shall be returned to the Health Authority/designee and logged in the detainee's medical folder and the Medication Distribution Record in JCS32. At the time of distribution of the medication, the indication of the same will also be noted in the Medication Distribution Record in JCS32.
G. No medication will be administered to a detainee without the approval from the Health Authority.
H. Should any questions arise concerning any medication packaged for a detainee, the Shift Supervisor shall contact the Health Authority for clarification before administering the medication.

Purchasing of Prescription Medication

A. Central Detention Control or Probation personnel will take those prescriptions to be filled for administration to the detainee(s) to the pre-determined pharmacy.
B. The Shift Supervisor will see that all prescriptions are filled in a timely manner.
C. All prescriptions will be filled within a period not to exceed twenty-four (24) hours.
D. The Shift Supervisor shall be notified that the medication is ready and available for pick-up.
E. After pick up, the medication will be placed in the secured medication box in the locked Health Authority's office.
F. The medicine will be logged in the Medication Logbook in the Central Detention Control area as having been received.

Psychotropic Medication

A. Upon arrival at the Detention Center with psychotropic medications, the prescription medication shall be taken from the detainee and the identification of such medication shall be verified by the Health Authority prior to being administered to the detainee.
B. The Health Authority shall oversee the administration of all psychotropic medication to any detainee.
C. Should the detainee require a refill of the prescription while housed in the Detention Center, the Health Authority shall contact the prescribing physician to determine the next course of action or to schedule an appointment for consultation.
D. Psychotropic medication shall only be administered by a licensed medical professional or designated staff trained in the administration of psychotropic

medication under the direction of the Health Authority. The administration of medicine shall be closely monitored to ensure that the medication is taken as ordered and is not being retained by the detainee for future use and the risk of overdose.

Over-The-Counter-Medication

A. Over-the-counter (OTC) medication may be administered by designated personnel for minor ailments (e.g., common headaches, simple constipation and diarrhea) according to the Standing Orders written by the Health Authority available on each residential unit. All information relative to the nature of the complaint, medication administered, and staff administering the medication shall be documented in the Medication Distribution Record in JCS32.
B. All OTC medication administrations shall be logged in the Over-The-Counter Medication Log at the request of the Health Authority. The OTC Medication Log will be checked daily by the Health Authority to ensure all detainees who are receiving OTC mediations are not symptomatic of illness' which will require further intervention.
C. If the medical complaint or symptoms persist beyond twenty-four (24) hours, the detainee shall be placed on sick call and a Request for Medical Services, JC-141B, shall be completed.

Training

Training in the administration of medication shall be developed and delivered by the Health Authority in consultation with the Detention Services Bureau Administrator and provided by the Health Authority for <u>all staff responsible for administering medication</u>. The training shall include:

a) Reviewing medications most commonly prescribed. b) Side effects, overdose and allergic reaction.
c) Interaction with other medication.
d) Procedures of what to do in case of an overdose, allergic reaction, or missed dose.
e) How to properly administer the medication, to include but not limited to, the "5 Rights of Medication Administration"
   i. Right Patient
   ii. Right Drug
   iii. Right Amount
   iv. Right Route
   v. Right Time
f) How to document when the medication is administered or refused.

SUBJECT: SECURITY, STORAGE, AND INVENTORY OF CONTROLLED SUBSTANCES

PURPOSE

To ensure that controlled substances are being handled in accordance with state and federal regulations.

PROCEDURE

<u>Security and Storage</u>

Controlled substance shall be stored by the Health Authority/designee in a locked cabinet in the secured medical room. All controlled substances shall be stored in a

secured area located in medical personnel's office. Access to the medical personnel's office shall be limited to the medical personnel as authorized by the Health Authority and the Detention Services Bureau Administrator.

The medical personnel shall store insulin, pre-filled insulin syringes, and other medications requiring refrigeration in a refrigerator in the office of the Health Authority.

The storage of needles, syringes and all related sharps, shall be stored in a locked cabinet in the secured medical room. Access to the medical personnel's office shall be limited to the medical personnel as authorized by the Health Authority and the Detention Services Bureau Administrator.

Over-the-counter (OTC) medications shall be stored in the secured, main examination room or as authorized in limited supply in the Control Booth areas in the First Aid Kits on the residential units.

Each container for dispensed medication is to be labeled as followed:

- Name and number of the detainee
- Name of the medication and direction for its use
- Date of filling and dispensing
- Amount to be dispensed

Inventory

Medical personnel shall maintain a complete record of the following, which are stored in the medical personnel's office:

- Any controlled substances
- Overstock of needles, syringes and all related sharps
- Related equipment

Detention Services Bureau Shift Supervisors shall be responsible for the monthly inventory of the following in the secured, medical room:

- Any prescription drugs
- All needles, syringes, and all related sharps
- OTC medication

	Policy #XI-5 Review: November **SICK CALL/MEDICAL ACCESS PROCEDURES**
Chapter: MEDICAL AND HEALTH SERVICES Revised: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: TDCS 1400-3-06 ACA Standards 3-JDF-4C-01; 4C-30; 4C-33

SUBJECT: SICK CALL/MEDICAL ACCESS PROCEDURES

I. PURPOSE

To provide detainees with ongoing routine medical care and to insure that detainees have unimpeded access to medically staffed sick call and other medical services.

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II. DEFINITIONS

Emergency Call – The treatment of an acute illness or unanticipated medical/dental needs, which requires the immediate attention of qualified, licensed medical or dental personnel. This cannot be scheduled or deferred.

Health Authority – The physician, health administrator, or contract agency responsible for the provision of health care services at the facility. The responsible physician for the facility.

Routine Medical Services – A process through which a detainee receives individualized and appropriate medical services for non-emergency illnesses or injuries according to a designated procedure of which the entire detention population is informed.

Sick Call - A procedure though which a detainee receives individualized and appropriate medical services for non-emergency illnesses or injuries according to designated procedures of which the entire detention population is informed.

Triage – The sorting of an allocation of treatment to patients according to a system of medical priorities.

III. POLICY

The Detention Services Bureau shall provide a system for unimpeded access to sick call and triaging of detainee medical/dental complaints by medical personnel. Detainees shall be oriented to these procedures orally and in writing by the screening officer during the intake screening process. Detainee medical complaints are monitored and responded to daily as required.

IV. PROCEDURES

Upon admission to the Detention Center, a detainee is orientated to sick call procedures by the Detention Officer. The Sick Call Roster is explained to the detainee and how sick call is handled. Counselors and other Detention Services Bureau personnel should reinforce this orientation process once the detainee is on the residential unit.

Providing for Sick Call

- DSB Personnel are not to deny a detainee a request to attend sick call.
- Detainees unable to attend sick call are to have equal access to sick call.
- The Health Authority shall see the detainees on the residential units or during programmatic activities if needed.
- DSB has the use of a wheelchair if indicated.

Formal Sick Call

- Detainee Request for Medical Services, JC-141D or JC-141Ds shall be available on each residential unit and accessible to all detainees.
- Once a detainee has completed a Detainee Request for Medical Services, JC-141D or JC-141Ds, he/she should be placed in the secured Detainee Request for Medical Services box located on each residential unit.
- The Health Authority will check the Detainee Request for Medical Services box daily and record the requests into the Health Authority Electronic Log.
- The Health Authority will pull the medical records for the indicated sick call requests and proceed accordingly with medical triage.
- Sick call will be held a minimum of one time per day on each residential unit.
- The Health Authority is available/on call should the Shift Supervisor determine it necessary to contact him/her.

The Detention Officers also observe detainee's activities in various settings throughout the day to monitor detainee's health thus functioning as "case finders" for potential health problems.

Recording Sick Call in Detainee's Medical Record

The Health Authority shall be responsible for the update of the JC-141B, JC-141D, and/or the JC-141Ds after the triage or subsequent treatment of the detainee. All care, diagnosis, special instructions and follow-up referrals shall be noted accordingly.

- A copy of the JC-141B, JC-141D, and/or JC-141Ds is placed in the detainee's Medical Record.
- The Health Authority returns the Medical Record to the Medical File Room and files the file accordingly in a timely manner.

Medical Referrals

After triage by the Health Authority personnel, appropriate cases are referred to the Court Physician and prepared by the designated personnel. The JC-141B, JC-141D, and/or JC-141Ds, along with the Medical Files are placed in the Health Authority's box in the Medical Room.

If, after triage or conferring with the Court Physician, it is determined that a referral to an outside agency is indicated, all pertinent information should be sent with the detainee to the physician, hospital, or receiving facility. The Health Authority personnel shall ensure that the appropriate referral forms are completed and sent with the detainee.

Emergency Dental Services are available by referral from the Court Physician for emergency treatment.

Self-care, consultant care, continuing/chronic care, convalescent care, and health preventive maintenance are available at the Detention Center.

Hospital care is provided as needed in a local hospital by way of an Intra-agency County agreement for the detainee. If a detainee needs emergency or specialized care that the Court Physician cannot provide, the detainee is referred to a health care specialist or hospital that can provide the service.

Non-emergency Medical Services

- Requests for routine medical and dental needs shall be forwarded to the Court Physician after triage by the Nursing staff.
- The Detention Manager, Probation Counselor or Medical staff shall schedule necessary appointments and notify the Shift Supervisor via Youth Transportation Request, JC-232. Note, DSB Policy Detainee Transportation VI-20 to request transport of a detainee.
- The assigned Transportation Officer shall provide the necessary transportation to the required appointment and return all documents and the detainee to the Detention Center for filing in the detainee's Medical file as required.

Emergency Medical Services

- When a situation arises in which a detainee requires emergency medical care, the staff person shall respond to the situation within the required four (4) minute response time, immediately administer appropriate first aid and request assistance using the appropriate radio communication codes. Note, DSB Policy Communication/Telephone/Intercom and Radio Code Procedure, V-2.
- In the event the Court Physician and/or Nursing staff are on site at the time of the emergency, the Control Booth Operator shall locate those Medical personnel and dispatch them to the scene of the emergency to assist.
- If the Court Physician is not available, or if he/she has directed DSB personnel to transport the detainee directly to the Emergency Room, DSB personnel shall either transport to the Emergency Room at the Regional Medical Center, LeBonheur Children's Hospital, or contact the Emergency Rescue Squad.

- In the event of a life threatening injury, the detainee shall be transported to the Regional Medical Center or, if under fourteen years of age, LeBonheur Children's Hospital.
- The Control Booth Operator (CBO) shall place the necessary telephone calls to the following:

Emergency Rescue Squad	911
Regional Medical Center – Emergency	545-7826
Regional Medical Center – Admissions	545-7688
Regional Medical Center – Information	545-7100
LeBonheur Children's Hospital	287-5437
Southern Poison Control Center	1-800-222-1222
The parent/guardian of the detainee	
DSB Manager	
DSB Deputy Administrator	
DSB Administrator	

- While CBO contacts the parent/guardian to inform them of the situation, he/she shall request authorization of services. DSB personnel shall request that the parent/guardian contact the Emergency Room to consent to services.
- The following documentation shall accompany the detainee to the Emergency Room:
  - ❖ Hold Ticket Two (2) Copies for Police
  - ❖ JCS Summary Screen One (1) Copy
- Pursuant to DSB Policy Detainee Transportation VI-20, the assigned officer will remain with the detainee throughout the admissions process.
- Personnel on duty during the emergency shall complete an Incident Report, JC-142 and submit the completed form to the DSB Manager prior to the end of their shift.
- The following individuals shall continue to receive follow-up on the condition of the detainee until notified otherwise by the DSB Administrator:
  - o Parent/Guardian
  - o DSB Manager
  - o DSB Deputy Administrator
  - o DSB Administrator
  - o Director of Court Services
  - o Chief Administrative Officer of the Juvenile Court of Memphis and Shelby County
  - o The Judge of Juvenile Court of Memphis and Shelby County

Specialized Care

In the event detainees require specialized medical supervision, the Health Authority shall work with the treating physician, dentist, or qualified mental health provider to transition the detainee into the Detention Center environment. The treating physician, dentist, or qualified mental health provider shall send a written individual treatment plan or discharge summary to the Health Authority, which includes directives for the follow up care and supervision of the detainee. The Health Authority shall coordinate all such follow up care.

	Policy #XI-6 Review: November **FIRST AID KITS**
Chapter: MEDICAL AND HEALTH SERVICES Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: ACA: 3-JDF-4C-28

SUBJECT: FIRST AID KITS

I. PURPOSE

To provide the necessary medical equipment, supplies and materials for first aid treatment in emergency situations.

II. POLICY

The Detention Services Bureau Manager will ensure that first aid kits are strategically placed in secure areas throughout the facility and are readily available. The Court Physician shall approve annually and in writing, the contents, number, locations and procedure for periodic inspection of the kits.

III. PROCEDURES

First Aid Kits shall be placed in the following locations:

- Central Detention Control
- The Control Booths on each detention unit
- The Kitchen

The First Aid Kits shall be used by Detention Services Bureau personnel in the event of a serious injury where a delay in transporting a youth to the emergency room would be detrimental to the youth's condition.

The Detention Services Bureau Manager shall be notified in the event of an emergency as soon as possible. Medical personnel will provide instruction on the use of the First Aid Kit at the time of the emergency.

The Detention Services Bureau Supervisors assigned to the A Shift will be responsible for the weekly restocking of all five (5) First Aid Kits. The Detention Services Bureau Manager will inspect all First Aid Kits once monthly and document the inspection in the First Aid Kit Inspection Log accordingly.

The following is an approved inventory of the contents to be stocked in each First Aid Kit as approved by the Court Physician:

1. Thermometer
2. Bandages (various sizes)
3. Eye Wash
4. Sterile Gauze Pads
5. Adhesive Tape
6. Scissors
7. Antiseptic Wipes

8. Hydrocortisone Anti-Itch Cream 1%
9. First Aid Antibiotic Ointment
10. Instant Ice Pack
11. Albuterol Sulfate Inhalation Solution 0.083%
12. Q-Tips
13. Epipens (These are also located in the nurses' office in the event of an emergency)
14. First Aid/Burn Cream
15. Hand Sanitizer
16. Tweezers
17. Gloves
18. CPR One-Way Valve/Face Shield, Latex Free
19. Sling

Written approval by the Court Physician is on file in the Detention Services Bureau Administrator's Office.

	Policy # XI-7 Review: November **14 DAY MEDICAL SCREEN**
Chapter: MEDICAL AND HEALTH SERVICES Reviewed: January 15, 2013 Reviewed by: **Signatures on file in Administrator's Office**	Related Standards: 3-JDF-4C-25

SUBJECT: 14 DAY MEDICAL SCREEN

I. PURPOSE

To provide a more comprehensive physical/health to include medical and dental health history examination on juveniles who remain in the Detention Center fourteen (14) days or longer.

II. POLICY

A physical and dental health history examination shall be completed on all detainees within fourteen (14) days of their initial admission to the Detention Center.

III. DEFINITIONS:

Detention Center Health Record – The medical intake screening record, JC-141 used to identify those youth with illnesses, dental problems, or health conditions in need of further attention or evaluation.

Health Authority – The physician, health administrator, or contract agency responsible for the provision of health care services at the Detention Center. The responsible physician for the Detention Center.

IV. PROCEDURES

A. The Health Authority designee shall review the Juvenile Court Morning Report daily to determine all detainees who will be eligible and require for scheduling of their fourteen (14) day medical and dental screening with the Health Authority physician.

B. The medical and dental screening will include at minimum:
   a. Monitoring of detainee's vital signs
   b. Height/weight
   c. Review of systems
   d. Detainee's medical history
   e. Dental screening to determine the necessity for any indicated care, not limited to extractions when the health of the detainee would otherwise be adversely affected
   f. Visual Screening

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	Policy # XI-8
	Effective :01/08 Review: November
	HEALTH DEPARTMENT APPOINTMENTS
Chapter: MEDICAL AND HEALTH SERVICES Revised: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: None

I. PURPOSE:

To provide a standard protocol as relates to setting up medical services with the Health Department for youth requiring medical treatment.

II. POLICY:

Whenever a youth is determined by the medical staff to require treatment by the local Health Department the following procedures will be adhered to.

III. PROCEDURE:

In order for Shelby County Health Department to *fast track* the detainee's requiring service the following procedure must be followed.

- Any detainee going to the health department must first be triaged by the detention medical staff.

- Juvenile Court Medical staff will be responsible for contacted the health department and coordinating the time for the detainee to be seen.

  Health Department Contacts:
  222-9000
  222-9390
  222-9385

- Medical Staff will contact the health department 1-2 hours in advance when requesting "same day walk-in appointments". Once appointment time has been determined medical staff will contact Detention Services Bureau Transportation Officers of appointment time. A written medical referral will accompany every detainee being taken to the health department.

- If same day walk-in appointment is not required then medical staff will contact the appointment desk at 222-9385 and notify Detention Services Bureau Transportation Officers of appointment time. A written medical referral will accompany every detainee being taken to the health department.

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	Policy # XI-9 Review: November **JUVENILE PARTICIPATION IN MEDICAL RESEARCH**
Chapter: MEDICAL AND HEALTH SERVICES Reviewed: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-4C-43

SUBJECT: RESEARCH

I. PURPOSE

To prohibit all medical, pharmaceutical or cosmetic experimental research in the Detention Services Bureau as it relates to the detainees.

II. POLICY

It is the policy of the Detention Services Bureau of the Juvenile Court of Memphis and Shelby County to prohibit the use of detainees for medical, pharmaceutical or cosmetic experiments. This policy does not preclude individual treatment of a detainee based on his or her need for a specific medical procedure that is not generally available.

III. DEFINITIONS:

Experimental Medical Procedure – is a procedure in which there is the expectation that the patient/subject shall benefit, but the uncertainty about the benefit and risks is typically greater compared with the standard treatment.

Research – A systematic search for facts or scientific investigation designed to develop or contribute to knowledge.

IV. PROCEDURES

All Detention Services Bureau personnel and or contracted personnel including, but not limited to the Health Authority personnel, are prohibited from performing medical, pharmaceutical or cosmetic experiments on detainees in the custody of the Detention Services Bureau. This does not preclude the individual treatment of a detainee based upon his/her need for a specific medical procedure that is not generally available.

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	Policy # XI-10 Review: November **INFECTION CONTROL**
Chapter: MEDICAL AND HEALTH SERVICES Revised: January 15, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-4B-11, 36, 37, 38

SUBJECT: INFECTION CONTROL

I. PURPOSE

To effectively reduce the spread and incidence of communicable diseases, promote a safe and healthy environment, and provide proper treatment.

II. POLICY

The Detention Services Bureau shall utilize standard precautions when engaging in activities involving the potential for exposure to blood or body fluids. Employees and detainees shall use personal protective equipment, as necessary, when it could be reasonably anticipated, as the result of job duties, to be exposed to blood or bodily fluids.

III. DEFINITIONS:

Code Blue Pack – A secure emergency response pack on each of the residential units and in the Central Detention Control Booth. This pack includes: One (1) hook knife, one (1) pair of gloves, gauze, and CPR one-way valve.

Personal Protective Equipment (PPE) – Equipment designed to protect from serious injuries or illness resulting from contact with blood or other body fluids by creating a barrier between the person and the blood/body fluid.

Universal Precautions – standard/universal infection control guidelines designed to protect personnel and detainees from exposure to blood borne and other contagious/infectious diseases spread by assuming that all blood/body fluids, excretions and secretions are potentially infectious.

IV. PROCEDURES

A. General Infection Control

1. Prior to the beginning of flu season, the Detention Services Bureau will disseminate any and all information provided by the Shelby County Health Department to all personnel under its direction in reference to education about flu prevention and vaccination. All employees will be encouraged to contact their health care provider or The Shelby County Health Department regarding the influenza vaccine.
2. Universal precautions shall be used whenever staff or detainees come into contact with blood or bodily fluids of another person.

3. PPE will be readily available and appropriate to the task for staff performing tasks with exposure potential. At a minimum, the following PPE are readily available throughout the Detention Center:
    a. Latex gloves;
    b. Face Shields;
    c. Goggles;
    d. CPR one way valve;
    e. Body shields;
    f. Eye wash flush/station in each work area on the residential units and in the Central Detention Control;
    g. Code Blue Pack (secured in the control booths on the residential unit and in the Central Detention Control only).
4. Gloves will be used for the prevention of contact with blood, body fluids, mucous membranes, and non-intact skin. Employees must wear gloves when:
    a. Coming into contact with blood, body fluids, excretions or secretions;
    b. Collecting blood or body fluid specimens;
    c. Performing invasive procedures;
    d. Performing direct care duties, including first aid;
    e. Handling soiled linen;
    f. Cleaning up blood or body fluids; and
    g. Cleaning soiled supplies and equipment.
5. When cleaning spilled blood or body fluids, the employee must wear gloves. Spilled blood and other body fluids will be contained with paper towels and a spill kit. After removal of the spilled blood or other body fluids, the area will be cleaned thoroughly with a 10% bleach solution. Paper towels and other items used to clean the area will be discarded in a red biohazard plastic trash liner. The employee must wash his/her hands with soap and water after removing the gloves.
6. Employees will wash their hands thoroughly with soap and water or antiseptic hand-washing agent after the removal of gloves and anytime there is exposure to blood or body fluids, excretions or secretions.
7. Each residential unit and the Central Detention Control area will have hand sanitizer that is readily available for all staff members in common areas.
8. All Detention Services Bureau personnel will submit annually by the Shelby County Health Department to the tuberculin skin testing.

B. Food and Drink Storage

1. Food and drink items will not be stored in medication or Health Authority refrigerators or with chemicals.
2. Food items and drinks will not be kept on countertops and work surfaces where blood or body fluids are handled.

C. Detainee Grooming Supplies

1. Razors for detainees shall be kept in the secure inventory control closet and inventoried semi-annually.
2. Razors shall be checked out through inventory control on the appropriate sign-out sheet with a Shift Supervisor prior to being taken on the residential unit.
3. Detainees shall never be allowed to share razorblades, toothbrushes or other personal items.

D. Detainee Drug Screening

1. Detainee urine drug screening will be performed in a designated area that is free of food and drink and a surface that can be sanitized.
2. DSB employees must wear gloves when handling urine specimens or the screening device.
3. After screening is completed, the urine will be discarded in the toilet. The cup will be rinsed with water, and the water disposed of in the toilet. The cup will be discarded in the trash.
4. The screening device will be placed in a sealable plastic bag.
5. All used screening devices will be discarded in the trash. (The screening device will not be placed in any records.)
6. After discarding the cup and screening device in the trash, the employee will remove the gloves and wash his/her hands with soap and water. The gloves must be removed and hands washed prior to handling any paperwork or handling other equipment (computer, phone, pens, etc.)
7. After performing drug screens, the work surface must be cleaned with a disinfectant and paper towels. The employee will wear gloves when cleaning the work surface. The employee will wash their hands with soap and water.

E. Laundry

1. The Detention Center will provide for the separation of all clean and dirty laundry to be handled, including storing and transporting clean and dirty laundry in separate containers (ie. containers designated solely for clean laundry or dirty laundry).
2. Contaminated laundry will be bagged prior to being handled and handled as little as possible. Contaminated laundry will be laundered separately.
3. Personal protective equipment will be worn when collecting and handling dirty laundry, linen, and clothing.
4. Neither clean nor dirty laundry, linen, and clothing will be placed on the floor.
5. All laundry must be washed in the hot water cycle with detergent.
6. Washers and dryers will not be overloaded.
7. All laundry will be completely dry before being removed from the dryer and distributed or stored.
8. When feasible, detainees' personal clothing will be laundered separately. Clothing will be returned to the detainee upon discharge from the Detention Center pursuant to Detention Services Bureau Policy and Procedure, VIII-7, Releases.

F. Mattresses

1. Mattresses and pillows must be encased in a non-porous, fire-retardant material.
2. Mattresses and pillows will be disinfected before being issued to a new detainee.
3. Mattresses and pillows with tears and rips will be reported to the Shift Supervisor and recommended for disposal.
4. Mattress inspection will occur at least semi-annually and logged accordingly in the JCS32 Placement Module, Searches and Inspection Section by the B Shift Lead Officer on each residential unit.

G. Medical Isolation

Medical isolation shall be supervised by the Health Authority and may only be used if it is medically indicated, submitted in writing by the Health Authority, and approved by a licensed medical professional. To that end, only a licensed medical professional can order a release of a detainee from medical isolation.

a) The following precautions shall be instituted:
   i. Procedural protocols shall be outlined to include hand washing upon entering and leaving, proper handling and disposal of infectious materials, proper isolation methods, oral and written instructions in each case to the detainee and staff regarding modes of transmission.
   ii. Daily cleaning of the isolation room floor and surfaces with a 1:10 bleach solution or approved antiseptic alternative.
   iii. Meals shall be served to detainees on disposable dishes and there shall be daily disposal of paper products in plastic bags.
   iv. Proper handling of food utensils and dishes, proper handling of patient care equipment and cleaning and disinfection of isolation accommodations.
   v. Laundering of detainee's linen separate from other detainee's laundry.

H. Sharps/Syringes and Biohazard Materials

1. Safety needles and syringes will be used for all injections by the Health Authority. Needles will never be re-capped, bent or broken after use. Needles and other sharps will be disposed of intact in designated, puncture-resistant containers. Puncture resistant containers will be secured in a manner to prevent youth access to contaminated sharps. When full, puncture resistant containers will be securely closed prior to placement in a biohazard storage container.
2. All disposable, non-sharp infectious waste will be disposed of in a red trash bag marked for biohazardous waste. The red bags will be securely stored pending pickup by the biohazardous waste disposal vendor.

I. Training

Education and training shall be provided for all personnel of the Detention Services Bureau on the transmission and prevention of communicable, blood and air-borne diseases, precautions to be taken and the use of personal protective equipment prior to engaging in these tasks or activities.

J. Testing of Detainees

1. Testing for communicable, blood and air-borne disease shall occur following the detainee's informed consent or by court order if:
   a) Clinical symptoms of the disease exist.
   b) The detainee requests to be tested.
   c) The detainee exhibited high-risk behavior in which there was an exchange of blood products, semen or vaginal fluid.
2. Detainees testing positive for communicable blood and air-borne diseases shall be maintained in the general population unless clinical symptoms require isolation, medical treatment not available in the facility, or otherwise indicated by the Health Authority.

K. Disclosure/Medical Records

Disclosure of medical information regarding detainees testing positive for a communicable, blood and air-borne disease shall be consistent with state and federal law, as well as Rules of the State of Tennessee pertaining to public access to records and confidentiality of records.

L. Detainees' rooms will be disinfected after each detainee is discharged from a room prior to any new detainee's placement in that room. The bed frame, toilet, and sink will be disinfected, the floor mopped, and the door area wiped clean.

M. Restraint Disinfectant

Restraints will be cleaned after each use by the DSB staff member removing the restraint.

1. Metal handcuffs and leg irons will be wiped or sprayed with a disinfectant cleaner. Care will be taken not to saturate the cuffs and to protect the locking mechanism.
2. Leather restraints will be wiped with a disinfectant cleaner, rinsed with water and then wiped dry. The restraint will be allowed to air dry at least thirty (30) minutes.

N. Detainees and Infectious Disease

1. Detainees who advise that they are positive for tuberculosis or are known to have previously tested positive for tuberculosis are immediately referred to the Health Authority and are medically isolated until otherwise instructed by the Health Authority, in writing.
2. If the detainee is symptomatic for tuberculosis, he/she will be isolated until tuberculosis is ruled out. The detainee will be evaluated by the Health Authority for preventive therapy.
3. Detainees will receive testing for sexually transmitted infections (to include HIV) at the direction of the Health Authority by appointment through the Shelby County Health Department as clinically indicated. Health information regarding sexually transmitted infections (to include HIV) will not be disclosed to anyone without the specific written authorization of the individual detainee, pursuant to DSB Policy and Procedure VIII-7, and DSB Policy and Procedure, XI-3.
4. Pre-test counseling will be provided by a trained health professional at the Health Department prior to the administration of the sexually transmitted disease testing (this shall include any HIV testing). Should any testing return positive, post-test counseling will also be provided.
5. All detainees will be required to sign a consent to treat form at the Health Department prior to the performing of any sexually transmitted disease or HIV test.
6. Pursuant to Shelby County Health Department policy and procedure, the results of all tests will remain confidential along with the counseling.
7. All follow up treatment shall be coordinated through the Health Authority prior to the discharge from the Detention Center. Should any medical records require release, a Release of Information, JC-219A, will be required prior to any records release.
8. Educational materials for all Detention Services Bureau staff and detainees are readily available throughout the Detention Center.

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	Policy # XI-11
	Review: November
	SUICIDE PREVENTION
Chapter: MEDICAL AND HEALTH SERVICES Reviewed: *September 18, 2013* Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-3E-04; 4C-30; 4C-35; 5B-05

SUBJECT: SUICIDE PREVENTION

I. PURPOSE

To define and establish the suicide prevention and intervention program and procedures to be followed and to designate the procedural response to suicidal individuals at the Detention Center.

II. POLICY

The Detention Services Bureau shall ensure that the Detention Center has a written suicide prevention and intervention program to be utilized by appropriate staff that is reviewed and approved annually by the Detention Services Bureau's Health Authority. Any employee of the Detention Services Bureau who discovers or is alerted to a detainee who is attempting suicide, has attempted suicide, or has made suicidal or homicidal gestures or threats, or who otherwise believes a detainee is at risk for suicide shall safeguard the detainee, secure whatever immediate medical attention for the detainee is indicated, and will immediately notify the Shift Supervisor.

III. DEFINITIONS

General Population – Routine Observation, General Population: Level of supervision requiring no special services or precautions due to the absence of any apparent risk of harm. Direct observation and documentation of the youth's behavior occurs at irregular intervals at least every 15 minutes while in the sleeping quarters.

Critical Incident Stress Debriefing (CISD)- A team comprised of professionals trained in crisis intervention and traumatic stress awareness who provide affected staff and detainees an opportunity to process their feelings about the incident, develop an understanding of critical stress symptoms, and seek ways of dealing with those symptoms.

Close Observation - Is reserved for the detainee who is not actively suicidal, but expresses suicidal ideation (e.g., expressing a wish to die without a specific threat or plan) and/or has a recent prior history of self-destructive behavior. In addition, a detainee who denies suicidal ideation or does not threaten suicide, but demonstrates other concerning behavior (through actions, current circumstances, or recent history) indicating the potential for self-injury, should be placed under close observation. Staff shall observe the detainee in the housing unit at staggered intervals not to exceed every 10 minutes (e.g., 5, 10, 7 minutes).

Constant/Direct Observation - Is reserved for the detainee who is actively suicidal, either threatening or engaging in suicidal behavior. Staff should observe such a detainee on a continuous, uninterrupted basis. One youth is to be assigned to one designated staff member at all times in order for that staff member to closely and directly supervise all of that youth's

activities in an effort to protect him/her from harm. Constant/Direct Supervision Status will be documented every five (5) minutes while the youth is in the room or removed from regular programming. Youth on this level of supervision will be required to be assessed by a Qualified Mental Health Professional to determine the appropriate level of services.

Emergency Response Bag (ERB) – The emergency response bags are located in the control booth on all housing units that at a minimum shall include a first aid kit, pocket mask or face shield, Ambu-bag, and rescue tool.

Psychological Autopsy - A procedure for investigating a person's death by reconstructing what the person thought, felt, and did before death, based on information gathered from personal documents, police reports, medical and coroner's records, and face-to-face interviews with families, friends, and others who had contact with the person before the death

Qualified Mental Health Professional (QMHP) – An individual with a minimum of a masters-level education and training in psychiatry, psychology, counseling, social work, or psychiatric nursing, who is currently licensed by the State of Tennessee to deliver those mental health services he or she has undertaken to provide

Isolation – Any physical confinement initiated by a staff person that intentionally confines a child alone in any area of the Facility, including housing or classroom areas.

Self-Injury – An overt act or expression of intentional self harm.

Suicide – The intentional taking of one's life.

Suicidal – Preoccupation with thoughts of self-harm or actively engaging in behavior that is likely to cause serious bodily harm, with the intended and explicit purpose of ending one's life.

Serious Suicide Attempt – A suicide attempt that is either potentially life threatening or that requires medical treatment for serious harm

Suicidal Gestures – Statements, threats and behavior that suggests thoughts, intent or plan to harm oneself.

Suicide Precautions – Any level of watch, observation, or measures to prevent self-harm to children confined in the Facility. Close Observation and Constant Observation are levels of suicide precautions.

Suicide Watch - Direct Supervision (Constant/Direct Observation**)** requires staff to observe the detainee on a continuous, uninterrupted basis. One youth is to be assigned to one designated staff

Train – To instruct in the skills addressed to a level that the trainee has the demonstrated proficiency to implement those skills as, and when called for, in the training and the setting with which those skills are required. "Trained" means to have achieved such proficiency.

IV. PROCEDURES

A Staff Training

1) All Detention Services Bureau personnel with direct care responsibilities, medical, and mental health personnel, as well as any staff who have regular contact with detainee's, shall receive eight (8) hours of competency based initial suicide prevention training during Pre-Service Qualification , followed by two (2) hours of refresher training on the same content each year. This training shall include an interactive component with sample cases, responses, feedback and testing to ensure retention.
   The initial training shall include:
   a) Description of environmental risk factors for suicide;
   b) Individually predisposing factors;
   c) High risk periods for incarcerated youth;
   d) Warning signs and symptoms;
   e) Known sources of stress to potentially suicidal youth;
   f) Specific risks posed;
   g) Coping mechanisms or activities that may help to mitigate the risk of harm;
   h) Discussion of the facility's suicide prevention procedures;
   i) Discussion of liability issues;
   j) Discussion of recent suicide attempts at the facility;
   k) Discussion of searches of youth placed on suicide precautions;
   l) Discussion of proper evaluation of intake screening forms for signs of suicidal ideation;
   m) Discussion of institutional barriers that might render suicide prevention ineffective;
   n) Mock demonstrations regarding proper response to suicide attempt;
   o) Proper use of suicide rescue tool.
2) Mock drills for suicide attempts shall required throughout the year.
3) All detention staff shall be certified in CPR and First Aid.
4) The Administrator shall review and revise the suicide prevention training curriculum to incorporate the requirements listed above.

B Identification

1) Intake Screening/Assessment
   Intake Screening and Assessment will be completed in CDC by medical personnel upon the youth's admission to the Detention Center. All youth will receive a thorough mental health screening prior to admission to Detention.
   a) Any youth who presents at Central Detention Control escorted by law enforcement and maintains that they are suicidal will be redirected to the appropriate medical facility for written medical clearance prior to admission to the Detention Center.
   b) Prior to admission to the Detention Center, every youth will be screened using the Correct Care Solutions Receiving Screening form and the Medical and Physical Assessment/Mental Health Screening and Evaluation form and the MAYSI-2 screening instrument. The screening for suicide risk and other mental health concerns will be conducted in a confidential environment by a nurse employed by the Health Authority for the following:
      i) Past or current suicidal ideations and/or attempts;

ii) Prior mental health treatment;
iii) Recent significant loss, such as death of a family member or a close friend;
iv) History of mental health diagnosis or suicidal behavior by family members and/or close friends;
v) Suicidal issues;
vi) Mental health diagnosis during any prior confinement.

2) Screening of Out of County Youth
   a) Prior to an agreement to accept any out of county youth, the Shift Supervisor should:
      a. Ask the requesting party if the youth is suicidal;
      b. Ask the requesting party if the youth has a history of attempting suicide.
   b) If the answer to either (or both) questions is yes, the Shift Supervisor shall inform the out-of-county caller that our facility will ***ONLY*** accept the detainee under the following conditions:
      i. The youth must be seen by a QMHP in their locality;
      ii. A QMHP at a mental health center or counseling center or Emergency Room, after assessment or evaluation, must provide in writing a clearance in order that we may hold the youth in detention. The clearance shall state:
         - The youth is not currently suicidal;
         - The youth is not a danger to himself or others;
         - The youth is safe in a secure detention setting;
         - Any conditions to be followed in supervising the youth, including the Level of Observation.
   c) The Statement must be written on the letterhead of the QMHP or other official paper of the facility responsible for providing the evaluation/assessment, contain the QMHP's legible name, credentials, licensure type and number, and contain all of the above or authorization to accept the youth will not be given.
   d) If the referring personnel states that the youth is presently suicidal or has a history of suicidal behaviors, the above procedures must be followed. Admission to the Detention Center will require the youth and the accompanying statement unless the QMHP has electronically sent the paperwork in advance of the requested admission of the youth.
   e) Once out-of-county youth presents at the Detention Center with the appropriate paperwork, he/she will be processed in accordingly following section B.1) Intake Screening and Assessment of this policy.

3) Initiating and Terminating Suicide Precautions
   a) The Supervisor may place a youth on Constant/direct supervision when said youth displays suicidal behavior or makes suicidal threats pending assessment by the QMHP.
   b) The QMHP may place a youth on suicide precautions and may adjust said precautions as deemed necessary by the QMHP.
   c) The QMHP may remove a youth from suicide precautions when deemed appropriate by the QMHP.

C Supervision/Management

1) Levels of Supervision and Management

Detention Services Bureau has three (3) levels of observation. All youth will be classified into only one of the three levels.

a) Routine Observation

General Population: Level of supervision requiring no special services or precautions due to the absence of any apparent risk or harm. Direct observation and documentation of the youth's behavior occurs at irregular intervals at least every 15 minutes while in the sleeping quarters.

b) Close Observation

Level of supervision typically reserved for those youth who deny suicidal ideation or do not threaten but demonstrate other concerning behavior (through actions, current circumstances or recent history) indicating the potential for self-injury. Such youth are assessed by QMHP on a daily basis. Staff should observe such a youth at staggered intervals not to exceed every 10 minutes (e.g., 5, 10, 7 minutes). A QMHP shall be immediately notified when a youth is placed on close observation.

c) Constant Observation

A detainee who is actively suicidal, either threatening or engaging in suicidal behavior is placed on constant observation. One staff assigned to continuously monitor one youth. Staff should observe such a detainee on a continuous, uninterrupted basis. Youth on this level of supervision will be required to be evaluated by a Qualified Mental Health Professional within two hours and evaluated for a recommended level of placement to remain in the Detention Center or moved to another appropriate facility.

2) Qualified Mental Health Professional

a) A QMHP shall regularly, but no less than daily, reassess children on suicide precautions to determine whether the level of precaution or supervision shall be raised or lowered and shall record these reassessments in the child's medical chart. An individualized treatment plan shall be provided and documentation should include youth's risk for suicide and justification for level of observation. Only the QMHP may raise, lower or terminate a child's precaution level or status.

b) Following each daily assessment, a QMHP shall provide direct care staff via the Supervisor with relevant information regarding a child on suicide precautions that affects the direct care staff's duties and responsibilities for supervising children, including at least:

- Known sources of stress for the potentially suicidal youth;
- Specific risks posed;
- Current behavior;
- Brief mental status;
- Risk factors for the youth;
- Coping mechanisms or activities that may mitigate the risk of harm.

d) Youth who are removed from suicide precautions shall receive a regularly scheduled follow up assessment by the QMHP while housed in the Facility. The QMHP will meet with the youth within twenty-four (24) hours, within seven (7) days and again within thirty (30) days of removal. Also, the QMHP will meet more frequently with the youth if clinically indicated.

e) Although not generally recommended, a QMHP may place a youth on isolation for suicide precautions but the isolation and its justification shall be thoroughly documented in the accompanying incident report, a copy of which shall be maintained in the youth's file.

D Referral

1) Crisis Disposition/ Involuntary Commitment

a) Should a QMHP determine that the detainee meets the criteria for emergency psychiatric hospitalization, the Shift Supervisor on duty must ensure Constant Observation level of status for the youth until his/her departure.

b) The QMHP is responsible for the following:

a. Referring the detainee to a hospital for commitment;
b. Contacting the parent or legal guardian to inform them of the referral and gain consent, if applicable.

c) The Shift Supervisor is responsible for arranging secure transportation for the child to the hospital as arranged by the QMHP. When the recommended hospital is within Shelby County, the Detention Services Bureau Transportation Team or other Detention Services Bureau personnel as deemed appropriate by the Shift Supervisor may transport the detainee. If the detainee is outside of the Shelby County jurisdiction, the Shift Supervisor will contact the Shelby County Sheriff's Deputies at Jail Transportation to inform them of the transportation request.

d) After contacting the Shelby County Sheriff's Deputies at Jail Transportation by telephone, the Shift Supervisor must then fax the request using the Memorandum example found in Figure 1 at the end of this section.

e) The psychiatric hospitalization will be noted by the Shift Supervisor in the JCS32 Chronological Notes section of the detainee's electronic file, indicating that the detainee has been referred for hospitalization on the exact date and time.

f) Follow up with the psychiatric hospital regarding the youth's status and discharge shall occur on a daily basis by Medical or Mental Health staff.

E Intervention

Refer to Suicide Crisis Policy XI-11A.

F Monitoring/Observation

1. Housing

The routine use of isolation for youth on suicide precautions is prohibited. Youth on suicide precautions shall not be isolated unless specifically authorized by a QMHP. Any such isolation and its

justification shall be thoroughly documented in the accompanying incident report, a copy of which shall be maintained in the youth's file.

a) All rooms in our facility are designed to be as suicide-resistant as is reasonably possible. All youth placed on suicide precautions will be housed as close to the control booth as possible.

b) In determining the most appropriate housing location for a suicidal youth, detention staff shall consult with medical and/or mental health staff to determine housing assignment.

c) To every extent possible, suicidal youth will be housed in the general population, located close to staff. Further, removal of any youth's clothing (excluding belts and shoe laces) and the use of mechanical restraints (e.g., handcuffs, shackles, suicide smocks) should be avoided whenever possible and used only as a last resort when the detainee is actively engaged in self-destructive behavior.

d) Housing assignment should be based on the ability to maximize staff interaction with the youth, not on decisions that heighten depersonalizing aspects of confinement.

e) Cancellation of routine privileges or programming will be avoided when possible. Cancellation of routine privileges or programming shall only be utilized as a last resort for periods in which the youth is physically engaging in self-harm behavior.

2. Suicide Prevention Garments

a) Suicide protective garments (such as suicide smocks and/or blankets) may be used on a case-by-case basis in a manner that respects the youth's basic needs, sense of dignity, and right to least restrictive interventions.

b) Suicide protective garments may only be used when clinically indicated for prevention of self-harm following consultation and evaluation by a QMHP or the Health Authority.

c) Suicide protective garments will not be used as a "routine precautionary measure" for every youth placed on mental health precautions.

d) Suicide protective garments will never be used as a means of coercion or punishment.

e) The authorizing QMHP must clearly document the decision to use a suicide protective garment on the youth's Individual Treatment Plan.

f) A youth clothed in a suicide protective garment will not be moved outside of his/her room except in extreme circumstances. If the youth must be transported to another facility or another unit within the facility, reasonable effort will be made to have the youth change into appropriate clothing.

g) Physical intervention techniques may not be used to remove a youth's clothing in order to place the youth in a suicide protective garment. If a youth refuses to wear a suicide protective garment, the youth will remain under Direct Supervision and receive daily assessments from a QMHP.

h) If it becomes apparent that the youth will continue to use other items of clothing for self-harm, all clothing may be removed at

the direction of the QMHP using the least restrictive alternative, and the QMHP will authorize the use of a suicide protective garment for the youth to wear if he/she chooses. Any such use of physical intervention and its justification must be thoroughly documented by the QMHP in the accompanying incident report, a copy of which shall be maintained in the youth's file.

i) Inventory of the suicide protective garments shall be kept in the Detention Services Bureau Master Inventory Control Database. Any use of those garments shall be deducted from the Master Inventory. Semi-Annual Inventory of the suicide protective garments shall be conducted as per DSB Policy and Procedure, IX-2, Inventory Control/Supplies. After each use, the Shift Supervisor will assess a suicide protective garment to determine if it remains in working condition and will document this evaluation in the logbook. If a garment is damaged or soiled beyond the ability to be effectively cleaned, it will be discarded and the DSB Manager, Deputy Administrator, and Administrator shall be notified. Any item discarded shall prompt the reorder of that same item the next business day so as to keep the appropriate amount of suicide protective garments on-site at the facility at all times.

G Communication/Reporting

1. Communication

Communication between all parties involved is key in recognizing and preventing suicidal behavior in youth. Certain behavioral signs exhibited by youth may be indicative of suicidal behavior and, if detected and communicated to others, can reduce the likelihood of suicide. In addition, most suicides can be prevented by correctional staff who have established trust and rapport with youth, gather pertinent information and take action. There are essentially three levels of communication in preventing youth suicides in detention:

- Between the arresting/transporting officer and CDC staff;
- Between and among facility staff (including detention, medical and mental health personnel);
- Between staff and youth.

a) Communication between arresting/transporting officer and CDC staff

CDC Staff will document in the JCS Chronological Notes the communication with law enforcement. What a youth says and how they behave while being taken into custody, transported to the facility, and at intake is crucial in detecting suicidal behavior. The scene of arrest is often the most volatile and emotional time or the youth. CDC staff should inquire of the transporting officer the following:

i. Did the youth exhibit any anxiety or hopelessness while being taken into custody?
ii. Does the transporting officer know of any pertinent information regarding the youth's well-being?
iii. In the transporting officer's opinion does the youth need a mental health screening?

b) Communication between and among facility staff
Effective management of a suicidal youth is based on communication among detention personnel and other professional staff in the facility. Because youth can become suicidal at any point during confinement, detention staff must maintain awareness, share information and make appropriate referrals to mental health and medical staff. Communication between detention staff and mental health staff regarding youth on precautions must be kept free-flowing. Detention staff is required to notify mental health staff on any incident involving self-harm.

i. The shift supervisor shall ensure that appropriate detention staff are properly informed of the status of each youth placed on suicide precautions.
ii. The shift shall also be responsible for briefing the incoming shift supervisor regarding the status of all youth on suicide precautions and ensuring such information is documented in the supervisor pass down log at every change of shift.
iii. Supervisors will contact medical and mental health personnel on a daily basis to discuss the status of youth on suicide precautions. The contact will be documented in JCS and annotated in the supervisor logbook stating who was contacted and list names of the youth discussed.
iv. The authorization for suicide precautions, any changes in suicide precautions, and observation of youth placed on precautions should be documented on appropriate JC forms and distributed to appropriate staff.
v. Regular weekly team meetings between designated direct care staff, medical staff and mental health staff.

c) Communication between staff and suicidal youth
Detention staff must use various communication skills with suicidal youth, including active listening, staying with the youth if they suspect immediate danger, and maintaining contact through conversation, eye contact, and body language. Detention officers must trust their own judgment, training and observations of risk behavior.

If there is any doubt in the mind of staff as to whether a youth is at risk, the youth will always be referred for assessment by a QMHP.

2. Reporting
Refer to the Incident Reporting PolicyVII-2.

H Mortality/Morbidity review

A review shall be conducted following a suicide or serious suicide attempt.

1. Refer to the Critical Incident Review Policy, VI-35.

I Data Analysis

Each month, the Administrator, or his or her designee, shall aggregate and analyze the data regarding self-harm, suicide attempts, and successful suicides. Monthly statistics shall be assembled to allow assessment of changes over time. The Administrator, or his or her designee, shall review all data regarding self-harm within 24 hours after it is reported and shall ensure that the provisions of

this Agreement, and policies and procedures, are followed during every incident.

J Plant

1. Suicide cut-down tools shall be readily available and safely secured.
   a. The cut-down tools shall be placed in the Emergency Response Bags (ERB).
   b. The Emergency Response Bags shall be located in the Control Booth on each unit and in CDC.
   c. The control booth operators shall indicate in the log book if the tamper proof tag's number and if it is intact.
   d. The DSB Manager shall monitor the ERB contents on a monthly basis.
   e. The DSB Manager shall replace any items in the ERB that are used or become defective.

2. Regular assessment of the physical plant to determine and address any potential suicide risks shall be conducted by the Administrator.

	Policy # XI-11A Review: November **SUICIDE CRISIS**
Chapter: MEDICAL AND HEALTH SERVICES Revised September 6, 2013 Reviewed by: ***Signatures on file in Administrator's Office***	Related Standards: 3-JDF-3E-04; 4C-30; 4C-35; 5B-05

SUBJECT: SUICIDE PREVENTION

I. PURPOSE

To define and establish the actions of the staff of the Detention Services Bureau during a suicide or suicide attempt.

II. POLICY

The Detention Services Bureau shall ensure that the Detention Center has a written policy governing the actions that the staff of the Detention Services Bureau if a child commits suicide or attempts to commit suicide. Any employee of the Detention Services Bureau who discovers or is alerted to a detainee who is attempting suicide, has attempted suicide, or has made suicidal or homicidal gestures or threats, or who otherwise believes a detainee is at risk for suicide shall safeguard the detainee, secure whatever immediate medical attention for the detainee is indicated, and will immediately notify the Shift Supervisor.

IV. DEFINITIONS

Refer to Suicide Prevention Policy XI-11.

V. PROCEDURES

A Intervention

All staff, including DSB Administrative, medical and direct care or contractors, shall report all incidents or threats of self-harm to the Administrator, or his or her designee, immediately upon discovery.

1) Any employee of the Detention Services Bureau who discovers or is alerted to a youth who is attempting suicide or has recently attempted suicide shall:
   a) Call Code Yellow;
      i) For suicidal threats, call 10-24 Officer needs assistance;
   b) Immediately survey the scene to assess the severity of the emergency;
   c) Safeguard the youth;
      i) If the youth is hanging:
         i. Support the weight of the youth until assistance arrives;
         ii. With assistance, cut the ligature;
         iii. Remove ligature from the neck of the youth.
      ii) If the youth is bleeding:

i. Staunch the flow of blood by using direct pressure on the wound;

iii) Restrain the youth from making further attempts;

iv) Place youth under Constant/Direct Observation.

d) Begin standard First Aid and/or CPR as necessary;

e) Secure whatever immediate medial attention for the youth as is indicated;

f) Notify and inform the supervisor upon his/her arrival to scene;

g) Direct Care staff shall immediately notify a QMHP any time a child is placed on suicide precautions. Direct care staff shall provide the mental health professional with all relevant information related to the youth's placement on suicide precautions;

h) Detention staff should never presume a youth is dead but should initiate and continue appropriate life-saving measures until relieved by arriving medical personnel.

2) Crisis Intervention Team (CIT)

a) Staff assigned to the CIT will immediately respond to the Code Yellow;

b) Responding staff will retrieve the housing unit's Emergency Response Bag;

c) Upon arrival to the scene, CIT members will assist the officers present on the scene with safeguarding the youth.

3) The Supervisor, upon being alerted via radio by DSB Staff to a youth that has attempted suicide or made suicidal threats shall:

a) Immediately respond to the Code Yellow or 10-24, if possible;

b) Ascertain the medical condition of the youth by conferring with medical staff;

i) Contact or direct staff to contact Emergency assistance by dialing 9-1-1 as directed by medical staff or as deemed necessary.

a) Youth will remain on direct observation until assessed by a QMHP;

b) Contact the QMHP to request that the youth be assessed;

i) If the QMHP is not on site, the Medical Staff will contact and inform the QMHP of the situation;

c) All suicide attempts shall be recorded in the classification system (the Alert screen in JCS) to ensure that intake staff is aware of past suicide attempts if a child with a history of suicidal ideations or attempts is readmitted to the Facility.

3) The Qualified Mental Health Professional (QMHP), upon receiving notification from the supervisor or medical staff regarding the youth shall:

a) Perform a suicide risk assessment;

b) The evaluation of said youth will be done within two (2) hours of being placed on precautions;

c) The QMHP shall determine the extent of the risk of suicide, write any appropriate orders and ensure the youth is regularly monitored;

d) Individualized treatment plans will be developed by the QMHP for any youth placed on suicide precautions for longer than twenty-four (24) hours.

B Reporting

1) In the event of a serious suicide attempt or suicide, the Supervisor will refer to DSB PolicyVII-3, Incident Reporting.
   a) A suicide is a Priority I Incident;
   b) A serious suicide attempt is a Priority II Incident.
2) Following the incident, the DSB Manager shall notify the youth's family, as well as outside authorities as directed by the Deputy Administrator.
3) All staff that came into contact with the victim before or during the incident shall be required to submit a statement including their full knowledge of the youth and the incident.

C Mortality-Morbidity Review

A review shall be conducted following a suicide or serious suicide attempt.

1) Refer to the Critical Incident Review Policy, VI-35.

	Policy #XI-12
	Review: November
	PREGNANT JUVENILES
Chapter: MEDICAL AND HEALTH SERVICES Revised: June 17, 2013 Reviewed by: *Signatures on file in Administrator's Office*	Related Standards: 3-JDF-3A-16-2; 4C-21-1; 5B-07

SUBJECT: PREGNANT JUVENILES

I. PURPOSE

To ensure that pregnant female detainees in the Detention Center receive proper care and recommended services as authorized by the Health Authority.

II. POLICY

The Detention Services Bureau shall refer all pregnant detainees to the Health Authority for proper care, further referral and recommended services.

III. DEFINITIONS:

Health Authority – The physician, health administrator, or contract agency responsible for the provision of health care services at the Detention Center. The responsible physician for the Detention Center.

IV. PROCEDURES

A. Screening and Testing

1. Upon admission to the Detention Center, all detainees are administered the Detention Center Health Record, JC-141 pursuant to Detention Services Bureau Policy and Procedure, Medical Screen, XI-2. Female detainees answer questions nine through fifteen specific to obstetrics and gynecology.
2. Should a detainee suspect she is pregnant, she may request the Detention Center personnel to see the Health Authority.
3. Upon receipt of such a request, the Detention Officer shall complete a Request for Medical Services, JC-141b, indicating the need for pregnancy testing.
4. If a detainee is suspected of being pregnant, the Detention Officer may complete the Request for Medical Services, JC-141b, requesting that the detainee receive a pregnancy test with the consent of the detainee.
5. Pregnancy testing, if clinically indicated, shall be provided through the Health Authority.
6. Should any detainee require further examination, the Health Authority will refer the detainee to the appropriate health care provider.

B. Counseling and Planning

1. Once pregnancy has been confirmed, the detainee shall meet with the Health Authority for a referral to an appropriate provider for counseling and assistance in keeping with their expressed desires in planning for their unborn child.
2. The detainee shall be encouraged to inform her parent or legal guardian of her condition so as to allow for their participation in the counseling and planning.

3. Necessary medical appointments shall be scheduled by the Health Authority after pregnancy is confirmed and dates and times provided to the detainee upon discharged from the Detention Center so as to encourage appropriate routine pre-natal care.

C. High Risk Prenatal Care

In recognition of the high-risk nature of adolescent pregnancy, the Health Authority shall make arrangements for prenatal care for high-risk detainees remaining in the Detention Center after pregnancy has been diagnosed.

D. Management of Chemically Addicted Pregnant Detainees

Any detainee who reports being chemically addicted or is reported to be chemically addicted shall be:

1. Referred to the Health Authority via a completed Request for Medical Services, JC-141b; and
2. Referred for assessment through the Division of Clinical Services via a completed Request for Mental Health Services, JC-219 completed in duplicate. The JC-219 should indicate in detail the nature of the reason for the referral.
3. The original JC-219 shall be given to the Deputy Administrator of the Division of Clinical Services with a copy placed in the detainee's medical record.

E. Delivery

Any detainee suspected to be in labor should be immediately referred to the Health Authority. If the Health Authority is not on site at the time, the Shift Supervisor shall determine if the detainee should be transported by ambulance or by the Transportation Team to the local hospital for medical care and delivery as provided in Detention Services Bureau Policy and Procedure, Sick Call/Medical Access Procedures, XI-5.

F. Postpartum Follow-Up

Should any detainee, after childbirth, be determined to be medically cleared to return to the Detention Center, the Health Authority shall be charged with making arrangements for any and all postpartum medical follow-up services as prescribed by the attending physician discharging her from the hospital.

G. Restraints and Transporting

1. Should a pregnant detainee need transportation off-site by the Detention Services Bureau's Transportation Team for an appointment as determined and arranged by the Health Authority for counseling or other necessary medical or pre-natal needs, the use of leg irons is prohibited on pregnant detainees as per DSB Policy and Procedure, VI-20 Detainee Transportation.
2. The use of restraints on female offenders during active labor and delivery of her child is prohibited. Any deviation from this practice will require written approval by, and guidance on, methodology from the Health Authority and is based on the use of restraints on pregnant offenders prior to active labor and delivery.