

Roles and Expectations of a Probation Corrections Officer (PCO) (Title 15, Section 1322)

525.1 PURPOSE:

This procedure establishes the roles of the Probation Corrections Officer, for the purpose of defining expectations in order to perform the most professional and comprehensive level of supervision and service to youth detained in Juvenile Detention and Assessment Centers (JDACs) and Treatment Facilities (TFs), their families, the Court, fellow staff members, and citizens of San Bernardino County.

525.2 DEFINITIONS:

Control Console: The Probation Correction Officer's workstation in each unit located in the front of the unit. The workstation includes office supplies, safety equipment, youth's unit files, computers, and electronic operation of unit doors and light systems.

525.3 RESPONSIBILITIES:

- I. Probation Corrections Officer (PCO):
 - A. Utilize departmental standards and procedures when addressing the behaviors of youth to ensure juveniles are in compliance with staff expectations, structure, and rules.
 - B. Ensure the safety, rights, and dignity of all youth.
 - C. Be objective, fair, and consistent with all youth when implementing this procedure.
 - D. Perform all duties outlined in this procedure as well as compliance with procedures and policies of the Department and the County.
 - E. Roles and Expectations:
 1. Supervision:
 - (a) Provide clear directions in giving structure to youth, incorporating essential information in a way that is interesting and easy to understand.
 - (b) The goal is to reframe, teach, and promote positive outcomes.
 - (c) Confront and address youth's inappropriate behavior. Promote positive behavior and conduct with all youth.
 - (d) Staff's undivided attention will be directed towards youth when they are participating in any type of unit activity.
 - (e) Routinely review unit rules and expectations with youth.
 2. Counseling:

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- (a) Incorporate talking to the youth, building relationships, conducting individual and group counseling sessions during crisis and non-crisis situations.
 - (b) Develop and implement treatment plans with attainable goals while evaluating the youth's receptiveness and progress.
 - (c) Implement proper interventions and behavior modification techniques as outlined in annual training.
3. Conduct:
- (a) Demonstrate professionalism, command presence, and group control when speaking to youth.
 - (b) Avoid situations that may be construed as showing favoritism toward any one youth or group.
 - (c) Do not provide gifts, food, and drink, or other special treatment to youth, with the exception of established special privileges for high behavior dollar status youth. These privileges shall be consistent with those granted to other youth with the same behavior dollars/good behavior. Items provided as a privilege for good behavior shall be purchased through the department budget or trust funds; employees shall not use personal funds for this purpose.
 - (d) Be on the unit with all gear at start of shift.
 - (e) Be professional when communicating and interacting with fellow staff, support staff, supervisors, managers, and administration.
 - (f) Maintain a neat and professional appearance at all times adhering to the department's dress code.
 - (g) All staff shall make a gender announcement when entering a unit housing youth of the opposite sex of the staff:
 - i. Announcements should be made immediately upon entering the housing unit in a loud and clear voice.
 - ii. An example of such an announcement might be, "Male on the unit," or "Female staff present."
 - iii. Unit staff shall instruct youth on precautionary modesty and appropriate conduct when opposite sex staff enter a unit. This requirement is not necessary when staff respond to a Code Red, Code Blue, request for 10-88 soft back, or are responding to any other critical incident.
4. Unit Maintenance:
- (a) Facility sanitation and safety will be the responsibility of all institutional staff members; health and safety shall supersede all other aspects of institutional concern.
 - (b) Acknowledge and report all maintenance issues.

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- (c) It is every PCO's responsibility to act to correct a problem.
 - (d) Complete facility maintenance forms for any repairs that are needed and document requested repairs in the unit's maintenance log. Immediately notify the area supervisor of needed emergency repairs. All rooms should be in working order.
 - (e) Verify and document the repair(s) that have been fixed in the maintenance log.
5. Handling Emergencies:
- (a) Work effectively, use sound judgment and be prepared to handle emergency/crisis situations as they arise.
 - (b) Alert medical staff and the area supervisor anytime a youth sustains an injury and/or appears to be injured and/or requests the assistance of medical and/or mental health personnel.
 - (c) Complete all appropriate documentation related to the emergency and document in Caseload Explorer (CE).
6. Movement Within a Facility:
- (a) When moving youth from one secure environment to another:
 - i. Structure all youth prior to movement.
 - ii. Do not allow youth to have on extra clothing or pajamas under their jumpsuit.
 - iii. Security wristband must match the youth attending the appointment.
 - iv. Document in CE when youth leaves (activate the appointment) and returns from appointment (complete the appointment).
 - v. Staff will obtain the necessary documentation for appointments.
 - vi. Staff will only carry authorized documentation to appointments.
 - vii. Utilize the Handy Talkie (HT) radio to announce all movement prior to and after escorting youth. Youth should be handcuffed pursuant to procedure.
7. Safety and Security:
- (a) Ensure the safety and security of the institution. Always be aware and alert of your surroundings and any/or all breaches in security. Respond to all emergencies according to policy and procedure.
 - (b) Staff shall complete a shift inventory at the beginning and end of every shift to ensure all items are accounted for and the proper exchange of authority and responsibility is transferred.

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- (c) Staff shall not abandon their worksite until properly relieved. Proper relief includes reading the unit log through the prior 48 hours and verbally exchanging significant information (i.e., SOS status, ITPs, ITWs, and Medical Watches).
 - (d) Unit doors shall be checked for security by the oncoming staff upon shift exchange.
 - (e) Never enter a room alone unless the health or the safety of the youth is in jeopardy.
 - (f) Youth are not to walk or stand behind staff.
 - (g) Be aware and alert to all situations that can create an unsafe environment and respond per policy and procedures to prevent further escalation.
 - (h) Be alert to noises that come from youth when they are secure in their rooms. Radios and TV volume should be kept at a low level.
 - (i) Always strategically place yourself in a position to observe all youth at all times.
 - (j) Population counts shall be periodically completed throughout the shift; the beginning, middle, and end or when deemed necessary. Staff must be able to physically view the youth when completing room checks for population count.
 - (k) Facility/grounds doors are to remain locked and secured unless they need to be unsecured for a specific reason.
 - (l) Complete a thorough general pat-down search of youth prior to departing and when returning from an appointment or off-ground activities.
 - (m) Update unit room assignments in CE at the end of your shift.
 - (n) Conduct a perimeter check to look for contraband prior to outdoor activities.
 - (o) Under no circumstances are staff to allow youth to cross the marked line into the area leading up to the control console.
8. Accountability:
- (a) Provide youth with clear directives, structure, and expectations before each activity. Listen and respond appropriately to youth's questions, concerns, and complaints.
 - (b) Review and explain the orientation handbook as outlined in the Youth/Parent Orientation Handbook Procedure.
 - (c) Complete necessary reports that are required weekly and monthly.
 - (d) Review youth files, CE entries, and court documents for accuracy and completeness.

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- (e) Conduct weekly mock emergency drills at random and document in CE (disaster, emergency codes, fire, and evacuations including partial and full evacuations).
 - (f) Effectively communicate with your partner(s) throughout the shift, to ensure the safety of staff and youth and ensure unit assignments are completed.
 - (g) Attend mandatory meetings/training as directed by supervisors and/or scheduled by the Training Unit.
- II. Probation Corrections Supervisor I (PCSI):
- A. Supervise and evaluate PCOs to ensure they are properly following, observing, confronting, rewarding, and redirecting behavior in a manner that maintains the safety, rights, and dignity of staff and youth.
 - B. Train staff in implementing the department's procedures to ensure consistency and proper application.
 - C. Observe staff for objectivity, fairness, and consistency.
 - D. Meet with assigned staff once a week to discuss performance goals, objectives, and daily unit responsibilities. However, these meetings may not take place due to training, vacations, or other circumstances.
- III. Probation Corrections Supervisor II (PCSII):
- A. Ensure PCSIs:
 - 1. Fully understand and enforce all provisions of all procedures.
 - 2. Are properly supervising and evaluating PCOs as they adhere to departmental procedures.
 - 3. Enforcement of provisions herein is consistent amongst all PCSIs and all units.
 - 4. Are meeting with assigned staff once a week.