

**SONOMA COUNTY PROBATION DEPARTMENT
JUVENILE HALL POLICY & PROCEDURES MANUAL**

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POLICY STATEMENT

It is the policy of Sonoma County Juvenile Hall to maintain a Security team on duty at all times to promote a safe and secure environment within the facility.

PROCEDURES

1. SECURITY TEAM ORGANIZATION

- A. The facility maintains multiple Security teams.
- B. The Security teams will rotate through Central Control.
- C. Efforts will be made to maintain at least two Central Control-trained staff on the Security team at all times.
- D. The night Security staff will begin their shift in one of the three Security zones:
 - i. Zone 1: Secure Corridor 7 and its related areas.
 - ii. Zone 2: Secure Corridor 3 and 5, Intake & Release, and related areas.
 - iii. Zone 3: Central Control.
- E. The Facility Supervisor may move Security staff to other location(s) to maintain the safety and security of the facility.
- F. Efforts will be made to maintain at least one male and one female JCC staff on the Security team at all times.
- G. In the event that a gender specific duty presents itself, such as the need to perform a female resident search, and there is not a female JCC assigned to Security or Intake & Release, the Facility Supervisor may temporarily reassign a housing unit staff of the required gender to Security in order to complete the gender specific security function. The staff will return to their assigned housing unit post once the task is complete.

2. SECURITY TEAM TRAINING

- A. Security will be provided training & are expected to be proficient in the following areas:
 - i. Live Scan/Fingerprinting
 - ii. How to navigate KJS
 - iii. Knowledge of Intake/Release duties
 - iv. Central Control operations
 - v. Knowledge of restraint procedures
 - vi. Knowledge of use of force procedures
 - vii. Search techniques and procedures

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- viii. Perimeter check techniques and procedures
- ix. Knowledge of security's role during emergency procedures
- x. Knowledge of Court/Visitation duties
- xi. Room extractions
- xii. DNA sample collection

3. SECURITY TEAM'S ROLES & RESPONSIBILITIES

- A. The primary role of the Security team is to maintain both perimeter and internal security of the facility. This is achieved by:
 - i. Operating Central Control. Refer to policy 3.4.4 "Central Control Roles and Responsibilities".
 - ii. Responding to all alarms. Refer to policy 3.4.5 "Alarm Response".
 - a) Emergency responses may require Security to leave their post.
 - iii. Providing assistance to housing unit staff, as needed, to resolve situations involving disruptive residents. These situations fall into two basic categories: controlled situations and uncontrolled situations.
 - iv. Assisting with bookings and releases.
 - a) Refer to policy 4.1.1 "Intake".
 - b) Refer to policy 4.2.1 "Release".
 - c) Refer to policy 4.1.4 "Resident Property".
 - v. Assisting with resident movements. Refer to policy 3.4.21 "Resident Movements".
 - vi. Conducting room searches, person searches, and perimeter checks.
 - a) Refer to policy 3.4.8 "Facility Searches".
 - b) Refer to policy 3.4.9 "Searches of Residents".
 - c) Refer to policy 3.4.12 "Perimeter Checks".
 - vii. Staffing the security checkpoint during family visitation.
 - viii. Collecting DNA samples. Refer to policy 3.4.25 "DNA Sample Collection"

4. CONTROLLED & UNCONTROLLED SITUATIONS

- A. When responding to any situation the following policies provide useful information:
 - i. Policy 3.4.13 "Use of Force".
 - ii. Policy 3.4.14 "Use of Restraints".

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iii. Policy 3.4.15 "Use of Chemical Agent (OC)".

B. Controlled situations

i. Controlled situations are those events that do not pose an immediate safety and security threat to the facility or any person. Examples include, but are not limited to:

- a) A resident who is secured in their room, refusing to surrender minor contraband. Refer to policy 3.4.10 "Contraband".
- b) A resident refusing to exit their room to be transferred to a new room or housing unit.

ii. When responding to a controlled situation the Security team has time on their side, maximizing the opportunity for a resolution. Some examples may include, but are not limited to:

- a) Allowing the resident to resolve the matter through voluntary compliance.
- b) Utilizing the lowest level of force appropriate to resolve the situation.
- c) Providing the opportunity for staff to employ multiple strategies to resolve the situation.
- d) Maintaining dialogue with the resident in an attempt to resolve the issue.
- e) Often the simple show of force by the presence of the Security team is enough to resolve a situation.

C. Uncontrolled situations

i. Uncontrolled situations are those situations that require immediate intervention by staff to resolve a situation that is a safety or security issue for the facility or any person. Examples include, but are not limited to:

- a) Escapes.
- b) Fights/Assaults.
- c) Suicide attempt / self-mutilation.

ii. Although timely action is important during uncontrolled situations, staff should plan and coordinate efforts as feasibly possible given the circumstances.

5. EQUIPMENT

A. Security staff is expected to be proficient in the use of all security response equipment.

B. All issued equipment is to be worn on duty belts.

C. Equipment used for special circumstances and surplus equipment is stored in the security office and armory. Refer to policy 3.4.16 "Armory Operations".

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6. FAMILY VISITATION DUTIES & PROCEDURES

- A. Security is responsible for three primary functions during family visitation: pre-screening visitors, staffing the security checkpoint, and knowledge of the standard rules for visitors. Refer to policy 3.4.3 "Court Visitation Roles and Responsibilities".
- B. Pre-screening visitors
 - i. Each visitor will be screened by Security for appropriate attire and behavior before walking through the metal detector at the security checkpoint.
 - ii. If a visitor is not properly attired or demonstrating appropriate behavior, they will be informed that their visit is denied and will be directed to leave the building.
 - iii. If the visitor appears to be under the influence of an intoxicating or controlled substance, the visitor will be informed that their visit is denied.
 - a) Staff will make a good faith effort to assure the person's wellbeing by:
 - i) Referring the person to the public pay phone to arrange for safe transportation.
 - ii) Offering to have IR staff (via the night window) call and arrange for safe transportation if the person does not have money to use the public pay phone.
 - iv. If the visitor becomes uncooperative, Security will first try to de-escalate the situation using appropriate verbal skills.
 - a) If the situation continues to escalate, additional security and a Facility Supervisor will be notified to assist.
 - b) A duress alarm may be activated at the reception desk, which will notify Sheriff's dispatch of an emergency.
 - c) Santa Rosa Police Department will be contacted via telephone if required.
 - d) The incident is to be documented in an incident report.
 - e) Revocation of visitation privileges will require administrative review.
 - v. Any time Security is in doubt, the Facility Supervisor should be contacted.
- C. The security checkpoint
 - i. Visitors are required to walk through the metal detector as part of the security screening process.
 - a) Visitors may bring small items such as watches and eyeglasses into visiting with them, but may need to place them in a plastic container in order to pass the metal detector.
 - i) These items will be immediately returned to the visitor.

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- b) No articles of clothing may be removed for the purpose of successfully clearing the metal detector.
 - i) Under no circumstances should any visitor be asked or encouraged to, nor granted access to the public restroom to, remove their bra.
 - c) Visitors are given three (3) opportunities to successfully pass through the metal detector.
 - i) If after three (3) attempts, the visitor is unable to clear the metal detector without setting it off, that visitor will not be allowed to visit.
 - d) Hand-held metal detector wands can also be used, as needed.
 - e) Persons with verified medical conditions that cannot go through the standard screening process will be screened in an appropriate manner using the hand-held metal detector wands, visual inspections and/or pat search, if they agree to these procedures.
- ii. The following items are not allowed through the security checkpoint:
- a) Bags/Purses/Backpacks/Briefcases
 - b) Food/Gum/Beverages
 - c) Keys/Cell Phones
 - d) Lighters/Matches
 - e) Tobacco or alcohol items
 - f) Mail/Stamps
 - g) Pens/Pencils/Markers, etc.
 - h) Any other items deemed a safety or security concern.
- iii. Visitors are not allowed to bring any item in with them to give to the resident.
- a) Stamps, pictures, etc. are to be mailed to the resident.
 - b) Items such as medications can be left with staff at the night window.
- iv. Public lockers are available free of charge in the outer lobby.
- D. Visitors who have been successfully screened will be directed to the reception desk to check in.
- i. After the visitor has checked in, they will be directed to wait in the visitation waiting area.
- E. At the conclusion of the check-in period, security staff will secure the main door and the metal gate at the security checkpoint, and turn off the metal detector.
- F. Security will advise visitors to use the restroom before visitation begins. Visitors will

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not be allowed to leave to use the restroom and return once inside visitation.

- G. Once all visitors have been checked in, and if needed, Security staff is to assist the designated unit in the resident movement to visitation.

7. NIGHT SECURITY STAFF POSITIONING

- A. Security staff is to remain present and visible in areas of the facility in order to provide direct staff support, including:
- i. Providing breaks
 - ii. Assisting with safety checks
- B. At no time will Security staff isolate themselves in areas of the facility that do not provide direct staff support, with the exception of when they are taking a break.
8. The night Security staff, after checking in with the unit staff in each assigned zone, will initial and document the time on the Security Shift Operational Report.

REPLACEMENT HISTORY

Revised: 8/7/10

APPROVED BY:

DAVID M. KOCH, Chief Probation Officer