The San Mateo County Probation Department is comprised of four Divisions: The Administrative-Fiscal Division, Adult and Juvenile Probation Divisions, and the Juvenile Institutions Divisions. Each Division has a manual of information and procedures tailored to its operation. The Deputy Director of the Division maintains primary responsibility for keeping the Division Manual current.

All County operations are guided to a number of laws, operating manuals and policies including, but not limited to, County Ordinances, Civil Service Commission Rules, County Risk Management Rules and Administrative Memoranda from the County Manager. A negotiated agreement with each employee organization exists in the form of a Memorandum of Understanding. Rather than duplicate these documents in whole or in part, this manual is an effort to clarify departmental policies not otherwise addressed in other documents.

No department policy referred to in this manual is intended to supersede County policy.

The Administrative-Fiscal Division is a support Division and those policies which affect the entire Department will be found in this manual.
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Administrative Manual Table of Contents (Updated: December 17, 2020)
A. DEPARTMENTAL STRUCTURE AND FUNCTION

1. Communications

Every job in our Department is performed more productively and with greater satisfaction through good communication. To assist in developing and maintaining good communication, all staff has access to agendas and minutes of any divisional or departmental meetings. This is supplemented with periodic divisional staff meetings, meetings of smaller work groups and one-to-one meetings with individual supervisors. Topics may range from the state of the departmental budget to new programs, from case conferences to individual training needs.

The purpose of having these various meetings is to foster an open environment for the sharing of information and ideas. Policies and programs are only as relevant as the information that helps to shape them. By learning as much as possible about the Department and communicating your experiences up the chain of command, you are providing an important link to overall departmental communications.

Policy Date: July 21, 1997
Revised: May 18, 1998

A – 1 Communications
A. DEPARTMENT PURPOSE AND FUNCTION

2. Purpose and Function of the San Mateo County Probation Department

The San Mateo County Probation Department is an authoritative agency operating under the jurisdiction of the County government with specific responsibilities to the courts, to the community, and to individual offenders and their families. No single area of departmental responsibility is more important than any other and all contain the concept of the coordination and maximum utilization of all available resources. Inasmuch as the responsibilities are interrelated and interdependent, it is difficult to identify clearly which specific responsibility applies at any given time in completing an assignment.

The responsibilities to the courts include gathering data and making recommendations that will assist in making dispositions. After court dispositions are made, Probation staff must see to it that court orders, as related to probation terms, are met.

To the community, the Department has a constant responsibility of interpretation, both in the area of court action as well as the area of delinquent and criminal behavior. In all of its actions and recommendations, the Probation Department's responsibility to protect the community must be kept in mind.

In service to individual probationers and their families, the Department has a responsibility to develop a diagnosis of the problem and to recommend a program of treatment. The particular professional specialty represented by this Department in the "helping field" is the use of authority as a positive experience in the correction and prevention of antisocial behavior. The overall service responsibility of the Department is to help the client develop a set of controls that will allow him to live lawfully in the community.

The professional field of corrections is continuing to develop. The Probation Department has a responsibility in this development and will participate and cooperate with agencies and educational disciplines in correctional research and training.

Policy Date: July 21, 1997
A. DEPARTMENTAL STRUCTURE AND FUNCTION

3. Departmental Relationships

DEPARTMENTAL RELATIONSHIPS

I. INTERNAL

The Department is organized into four divisions: the Administrative and Fiscal Division; the Adult Probation Division; the Juvenile Probation Division; and the Juvenile Institutions Division.

II. EXTERNAL

A. Juvenile Court Judge

The Judge of the Juvenile Court, by law, is one of the Superior Court Judges of the County. In San Mateo County, this assignment is rotated among the Superior Court Judges. The Juvenile Court Judge appoints the Chief Probation Officer and guides the Chief in the establishment of policies and procedures for implementing the Court's objectives. The Judge also presides over the Juvenile Court Hearings.

In addition, the law provides that the Juvenile Court Judge may appoint a Commissioner to assist in the hearing of Juvenile Court cases. The Commissioner has essentially the same powers in Juvenile Court as the Judge. San Mateo County has one full-time Juvenile Court Commissioner.
B. Juvenile Justice Commission

The Juvenile Justice Commission is a group of not less than seven and not more than fifteen lay citizens appointed for staggered terms by the presiding Superior Court Judge.

The Commission has the broad responsibility of inquiring into the administration of the Juvenile Court law in the County; inspecting any facility within the County used for the confinement of minors under the age of 18; serving as a forum for communication between the Probation Department and the public; establishing advocacy in the community for new services and/or facilities related to the prevention and correction of crime and delinquency; advising the Juvenile Court Judge and the Chief Probation Officer on broad policies for operating the Probation Department and its facilities; and studying proposed legislation concerning juveniles and Juvenile Court law, making recommendations whenever appropriate. Members of the Commission are each appointed to serve four-year terms.

C. Delinquency Prevention Commission

The Board of Supervisors has also appointed the Juvenile Justice Commission to serve as a Delinquency Prevention Commission for the County. In this role, the Commission is responsible for coordinating the work of the various community agencies engaged in juvenile and adult delinquency prevention activities.

D. Board of Supervisors and County Manager

The Board of Supervisors of the County of San Mateo is the legislative branch of County government. Members are elected by the community at large. Its actions have direct bearing on what is accomplished within the Probation Department and its various divisions. This body is responsible for approving the budgets of all County departments including the Probation Department, determining the level of service which can or should be provided, and appointing the Civil Service Commission which establishes the rules and regulations under which personnel are employed.

The County Manager is the administrative head and manager for the Board of Supervisors, serving for an indefinite term at the pleasure of the Board. The County Manager advises the Board on a multitude of issues, appoints department heads, performs public relations activities, and implements the goals and policies of the Board of Supervisors.

Policy Date: July 21, 1997
Revised: May 18, 1998
A. DEPARTMENTAL STRUCTURE AND FUNCTION

4. Department Organizational Chart (Managers and Supervisors)
A. DEPARTMENT PURPOSE AND FUNCTION

5. Administrative and Fiscal Division - Narrative

I. ADMINISTRATIVE AND FISCAL

The Chief Probation Officer provides direction and management to the Department; develops and implements policies that support the Department’s overall mission.

Through the Administrative Division Deputy Director, the Chief Probation Officer coordinates and monitors the Department’s Field and Institutional Division’s budget operations; provides other fiscal and personnel support services; coordinates all office support services; and provides assistance, development and coordination for the Department’s various automated information systems.

The Administrative Division is the primary contact for the Department in communications with the County Manager’s Office, the Board of Supervisors, and Employee and Public Services.

II. OTHER SUPPORT SERVICES

The Training Unit oversees all training activities for the Department. The unit also provides support services to the Juvenile Justice Commission.

Policy Date: July 21, 1997
A. Departmental Structure and Function

7. Adult Probation Division – Narrative

I. ADULT PROBATION DIVISION

The Adult Probation Division conducts background investigations and submits reports
and recommendations to the Superior and Municipal Courts as an aid to the judges who
sentence persons convicted of local crimes. It also provides liaison service to the
Courts on medical and psychiatric examinations of various types.

Another major responsibility is to provide supervision and treatment for those men and
women granted probation by the Courts. Probation is a practical and efficient means of
dealing with the individual offenders and their special problems while maintaining basic
protection for the community. The Division also performs similar duties for other
counties and states on a reciprocal basis.

In addition, reports are prepared for transmission to prisons, hospitals and other
institutions in those cases where commitments are ordered. Liaison is maintained with
all other governmental agencies engaged in the enforcement and administration of
criminal justice.

The Division has certain specialties as part of its service. It provides liaison with all jail
facilities and provides services to the inmates. It also supervises cases paroled from
the county jail. Many cases are given periodic chemical testing to gauge any return to
drug or alcohol abuse. Court orders to allow a search of personal property for
contraband when reasonable circumstances exist are not uncommon.

The Division’s main office is in Redwood City with branch offices in South San
Francisco and East Palo Alto.

A. Victim Center

The Victim Center has two components, Victim Aid and Witness Guide.
Victim Aid is direct services to victims of violent crimes, including transportation,
household assistance, cash, verifying medical benefits, interpreter services,
referrals to other agencies or community groups, and assistance in applying for
State Victim Compensation. The Witness Guide program contacts witnesses prior to their being subpoenaed in criminal cases; directs them to and assists them in reaching the courthouse; provides reception, reassurance, amenities and guides at Court; explains the procedures; arranges for witnesses to secure fees; and informs witnesses of the eventual outcome of the criminal proceedings. The program helps sensitize criminal justice agencies to the needs of victims and witnesses.

The Victim Center facilitates faster and more thorough victim recovery from the effects of violent crimes, improves attitudes toward criminal justice agencies, and assists victims in applying for local benefits and State Compensation awards. The major part of the day-to-day work is performed by trained dedicated volunteers.

The Program maintains offices in South San Francisco, East Palo Alto and Redwood City.

B. Court Work Program and Volunteers in Probation

This unit coordinates the Juvenile and Adult Court-Ordered Work Program. This program provides the Court with the alternative of ordering an offender to perform public service work in lieu of or in addition to imposing a jail sentence or fine. Clients enrolled in this program perform tasks for county departments and non-profit organizations.

The Volunteers in Probation Services (VIPS) advertises for and recruits volunteers. This program screens, trains, and places volunteers within the various Department divisions. Volunteers work with and assist professional staff in working with the probationers. A volunteer could serve as an employment counselor or as a friend to someone who needs personal support. They assist in programs such as arts and crafts, computer skills training, act as interpreters, and transport clients and wards as needed. VIPS staff also insure that defendants performing public service work are involved in productive work and that they are providing valuable services to their assigned organization.

C. Drug Diversion and Alcohol Programs

The Adult Division investigates and makes recommendations to the Court on certain first-offense narcotic cases which are to be diverted from the criminal justice system. If diversion is granted, the Division supervises the person’s conduct and assures that a program of counseling and/or education is undertaken. Reports regarding the progress of a person on Diversion are provided to the Court periodically.

In select cases of repetitive Misdemeanor Driving Under the Influence of Intoxicants, the probation officer as a condition of probation may recommend a
A rehab program that allows the person to retain his driver’s license. This particular program consists of counseling, education and close supervision in cooperation with private treatment providers. Persons granted this privilege are carefully monitored and alternative action recommended to the Court if they fail to conform to program or probation standards.

D. Women’s Alternatives Sentencing Program

E. Domestic Violence Supervision

Policy Date: July 21, 1998
Revised: May 18, 1999
A. DEPARTMENTAL STRUCTURE AND FUNCTION

9. Juvenile Probation Division – Narrative

I. JUVENILE PROBATION DIVISION

The Juvenile Division provides probation services to the Courts, the community, and to the individuals who fall within the provisions of the Juvenile Court Law. Conducting investigations into matters involving delinquency, and supervising children and families under the Court’s jurisdiction are the two principle services provided by the Division. The supervision responsibility also involves children who have been placed by the Court in settings outside of their homes in institutions, foster homes, as well as the homes of relatives.

The Juvenile Division is organized into four programs units: Juvenile Intake, Juvenile Investigation, Juvenile Supervision Services, and Juvenile Traffic Court.

A. Juvenile Intake

The Juvenile Intake Unit evaluates the circumstances of newly-referred juvenile offenders and diverts minors from the Juvenile Court, files petitions or formally requests the District Attorney’s Office to take action, gives notice of hearings, seals juvenile probation and Court records, processes all releases of information by victims and other agencies, and provides detention control.

B. Juvenile Investigation

The Juvenile Investigation Unit conducts background investigations and prepares written reports with a recommended disposition for the Juvenile Court as mandated by law.
C. Juvenile Supervision Services

The Juvenile Supervision Services Unit provides varying levels of supervision based on community protection needs, local resources, and risk/needs assessment for each juvenile placed on probation. Specific programs with the unit include:

1. General Field Supervision provides community-based supervision and services for juvenile probationers, their families, the schools, and the community.
2. Minimum Supervision Caseload provides limited caseload services. This caseload was developed to respond to increasing workloads and declining resources.
3. The Placement Intervention Program (PIP) provides community-based supervision services for juveniles who are at high risk of being placed out-of-home.
4. Lakeview Academy provides a structured community-based program for juveniles who are at high risk of being placed out-of-home and who demonstrate a need for a structured school setting.
5. Community Schools provides alternatives for older juveniles who have not been able to succeed in traditional educational programs to high school equivalency certificates, appropriate job training, or job placement.
6. The Placement Unit supervises juveniles who have been placed out of their homes for specialized treatment and care. Placement staff also monitors the quality and effectiveness of the placement programs.
7. The Aftercare Unit provides intensive post-placement services to facilitate the return of juveniles to their homes and communities after completion of commitments to Camp Glenwood, Lakeview Academy, or out-of-home placements.
8. The Crossroads Program provides intensive, in-home family preservation services for Juvenile Court wards and their families as an alternative to sending the youths to out-of-home placements.

D. Juvenile Traffic Court

The Juvenile Traffic Court adjudicates citations on drivers under 18 years of age for non-felony traffic violations and other miscellaneous non-traffic violations. The unit prepares Court calendars, maintains Court records, conducts hearings and trials, and reports Court dispositions to the Department of Motor Vehicles.
INSTITUTIONS DIVISION

I. YOUTH SERVICES CENTER

The Youth Services Center provides 24-hour secure custody for youth who are awaiting court hearings or who have been committed to serve time in secure custody. The facility contains an admissions unit, seven living units, a kitchen and dining room, a health and dental clinic, a fully-accredited school, and a gym and recreation area.

The facility is operated in compliance with the Welfare and Institutions Code and the Minimum Standards for Juvenile Facilities (Title 15, Crime Prevention and Corrections). In addition, Probation seeks to minimize the adverse impact of institutional care while maintaining safety and security. Probation aims to achieve this goal through constructive individual and group activities, behavior modification and management techniques, and building families.

II. COMMUNITY CARE PROGRAM

The Institutions Division also operates the Community Care Program, which provides a meaningful community work experience for youth as an alternative to time in secure detention.

III. COMMUNITY SCHOOLS

The Institutions Division provides Group Supervisors to the Office of Education’s Community Schools, which are educational facilities for youth who have been expelled or suspended from regular school programs. The Group Supervisors provide safety in the classroom for teachers and students. In addition, they monitor attendance and truancy.
IV. CAMP GLENWOOD

Established in 1961, Camp Glenwood serves high-risk young men who are facing extended detention in Juvenile Hall or who would have been committed to the California Youth Authority. Located about 30 miles south of San Mateo in La Honda, the Camp provides a structured residential setting with services addressing the boys’ serious issues around education, behavior, family, substance abuse, and gangs.

V. MARGARET J. KEMP CAMP

In response to a growing need for female gender-responsive services in the late 1990s, the Probation Department launched the GIRLS program (Gaining Independence and Reclaiming Lives Successfully). The program involves three stages: an individualized, 180-day residential program and two community-based supervision phases. The residential program is operated at the Margaret J. Kemp Camp.

Probation and community-based organizations provide multiple gender-responsive services according to a girl’s individual service plan. The GIRLS program was modeled on successful evidence-based programs and best practices in reducing recidivism and increasing positive outcomes for girls.

Policy Date: July 21, 1997
Revised: February 8, 2010
DEFINITIONS

PURPOSE
The purpose of this document is to define terms and acronyms that are used in the Probation Department Administrative Manual. This is not an exhaustive list.

TERMS

Administrative Investigation
The inquiry into allegations of misconduct by employees.

Applicant
Any person who has formally applied for employment with the Department.

Background Investigation
The pre-employment investigation of the character, work history, etc., of an applicant for employment with the San Mateo County Probation Department.

Child Abuse
A child’s physical injury other than accidental by another person including but not limited to sexual assault, willful cruelty, unjustifiable punishment and neglect as well as the endangerment of mental or emotional well-being.

Correctional Assessment and Intervention System (CAIS™)
An evidence based tool designed to assist case managers in effectively and efficiently supervising adult offenders, both in institutional settings and on probation or parole. The goals of the system are to aid with institutional adjustment, to reduce recidivism, and to help offenders live more productive lives in the community.

Computer Voice Stress Analyzer (CVSA)
A technical device that detects, measures and charts the stress in a person's voice from recordings or live analysis following preformatted questions.
**Conducted Electrical Weapon (CEW)**
A type of electroshock weapon also called a Taser. It fires two small dart-like electrodes, which stay connected to the main unit by conductors, to deliver electric current to disrupt voluntary control of muscles, causing "neuromuscular incapacitation".

**Evidence**
Also called physical, real or material evidence, is any material object that plays some role in the matter that gave rise to the litigation, introduced as evidence in a judicial proceeding (such as a trial) to prove a fact in issue based on the object's physical characteristics.

**Evidence-Based Practice (EBP)**
An approach used in numerous professions that focuses attention on evidence quality in decision making and action.

**Fair Labor Standards Act (FLSA)**
Establishes minimum wage, overtime pay, recordkeeping, and youth employment standards affecting employees in the private sector and in Federal, State, and local governments.

**Gender Expression**
An individual’s characteristics and behaviors (such as appearance, dress, mannerisms, speech patterns, and social interactions) that may be perceived as masculine or feminine.

**Gender Identity**
A person’s internal, deeply-felt sense of being male, female, or something other or in-between, regardless of the sex they were assigned at birth. Everyone has a gender identity. Persons may use any of the following pronouns: he, she, they, him, her, them.

**Gender Non-Conforming**
A person whose appearance or manner does not conform to traditional societal gender expectations.

**Juvenile Assessment and Intervention System (JAISTM)**
An evidence based tool designed to assist youth workers to effectively and efficiently supervise youth, both in institutional settings and in the community. The goal of the system is to aid with adjustments, to reduce recidivism, and to help youth succeed in school and in the community.

**LGBTQQI**
Common acronym for Lesbian, Gay, Bisexual, Transgender, Queer, Questioning and Intersex. This term is often used to refer to individuals whose sexual orientation is not heterosexual or whose gender identity is non-conforming.

**Nepotism**
The practice among those with power or influence of favoring relatives or friends, especially by giving them jobs.
Performance Standards
County and Department approved expressions of the performance threshold(s), requirement(s), or expectation(s) that must be met to be appraised at a particular level in relation to job classification and business needs.

Pitchess Motion
A request made by a defendant in a criminal action for access to information in the personnel file of an arresting police officer. The name “Pitchess” comes from a 1974 California Supreme Court case, Pitchess v. Superior Court, 11 Cal. 3d 531 (Cal. 1974). The Pitchess process is now codified in California Evidence Code Sections 1043-47.

PIMS- Probation Information Management System

Post Order
A divisional specific memo that changes business processes for a specific period of time with concrete start and end dates. Post Orders can be found in SharePoint by division and are numbered as follows:
- Adult Post Order = APO YY-##
- Juvenile Post Order = JPO YY-##
- Institution Post Order = IPO YY-##

Prison Rape Elimination Act of 2003 (PREA)
Applies to every person incarcerated in a U.S. correctional institution – federal prisons, state prisons, jails, private facilities, lock-ups, juvenile facilities, and immigration detention centers. Although it’s called the Prison Rape Elimination Act, the law applies to multiple forms of sexual violence, including coercion by staff or other incarcerated people.

Probation Information Management System (PIMS)
This case management system tracks information on defendants and cases and is built on a platform that can be extended to accommodate departmental specific workflow or programs.

Oleoresin Capsicum (OC)
An aerosol, commonly referred to as “pepper spray”, contains oils derived from cayenne pepper, irritating to the eyes and respiratory passages and used to overcome resistance of individuals lawfully arrested, subject to lawful arrest or lawfully remanded to the custody of a correctional facility.

Rater
In relation to an employee evaluation a rater is a supervisor or manager who has direct interaction and oversight of a staff member to accurately evaluate that person’s work performance.

Request for Proposal (RFP)
A bidding solicitation in which a company or organization announces funding is available for a particular project or program, and companies can place bids for the project’s completion.
**Special Order**

A memo issued department wide that changes business processes and is available in SharePoint so that they can be referenced and adapted as a new operating procedure and policy. Special Orders are numbered as follows:

Special Order = SO YY-##

**Standards for Training in Corrections (STC)**

A division of the Board and State of Community Corrections that works in collaboration with local corrections agencies and public/private training providers in developing and administering programs designed to ensure the competence of local corrections professionals.

**Voluntary Time Off (VTO)**

A process and policy designed to provide flexible working hours for employees. It allows employees to reduce their salary by 1%, 2%, 3%, 4%, 5%, 10% or 20% in exchange for paid time off without losing many of the benefits available to them.

**Work Related Education**

Training credit associated with attendance at conferences or specialized courses. Note: Staff may only receive 50% of their total STC hour requirement using WRE credits. (12 hours for GS series; 20 hours for DPO/PSM/DCPO series). Requires WRE evaluation form upon course completion.
ADVANCEMENT AND PROMOTION

It is the policy of the San Mateo County Civil Service Commission to examine applicants and establish eligible lists for all positions in San Mateo County Civil Service on an open, promotional testing basis. While it is the policy of the Department to support the career mobility of all staff, this support must be balanced against the immediate and long-term service needs of the Department. This is particularly true when advancement is to entry level, non-supervisory positions in a job series. All factors will be assessed in interviews with persons certified from an eligible list and the best qualified applicant will be hired.

It is the policy of this Department that appointments to supervisory and management positions will be from within the Department, unless the position to be filled is of such a nature that qualified applicants are not available within the Department. The following are some factors which are considered by Administration when evaluating personnel for promotion:

1. Leadership and teaching potential
2. Job performance with the Department
3. Ability to initiate and/or accept needed change
4. Flexibility in meeting new challenges
5. Willingness and ability to exceed normal job expectations
6. Length of County service
7. Experiences outside the Department
8. Special skills and qualifications needed for the position

Policy Date: July 21, 1997
B. PERSONELLE

2. Hiring and Promotional Policy

Hiring and Promotional Policy Statement

To secure and retain competent staff and to foster effective staff team work, it is the administrative policy of the Probation Department to employ and promote the best qualified applicant available for each position irrespective of race, color, religion, creed, sex, sexual orientation, age, national origin, ancestry, disability or marital status.

Eligibility for employment in the various positions within the Department will follow the guidelines set forth by the County Civil Service Commission.

Policy Date: July 21, 1997
B. PERSONNEL

2a. Hiring Process – Background Investigations

I. Sworn Classifications

California law requires that a thorough background investigation be conducted of all peace officer candidates. The department will conduct background investigations pursuant to California Government Code Sections 1029, 1030 and 1031, and Peace Officer Standards and Training (POST) regulations for the following classification groups:

- Group Supervisor
- Deputy Probation Officer
- Probation Services Manager
- Deputy Director Probation Services
- Assistant Director Probation Services
- Director Probation Services

The background investigation process will include extra-help and permanent staff and will be concluded prior to the applicant’s official start date with the department.

Applicants in an extra-help status will not require the completion of a background investigation when moving to permanent status if they previously passed a background investigation with this department and have been continuously employed since that time.

The background investigation process will include:

- Completion of Personal History Questionnaire;
- Fingerprint clearance (DOJ, FBI, Firearms, and Child Abuse Criminal Index);
- Thorough investigation conducted by department investigator(s);
- Psychological examination;
- Medical examination

II. Non-sworn Classifications

All non-sworn classifications, including those employees hired by other County departments who work in Juvenile facilities, will be subject to a background investigation process prior to the applicant’s official start date with the department. Included are all extra-help employees in a non-sworn classification.
Applicants in an extra-help status will not require the completion of a background investigation when moving to permanent status if they previously passed a background investigation with this department and have been continuously employed since that time.

The background investigation process will include:

- Completion and review of the non-sworn employee questionnaire;
- Fingerprint clearance (DOJ and FBI);
- Thorough investigation conducted by BI Unit Manager

III. Records Retention Schedule

_Government Code Section 12946 stipulates that all personnel files — including background information — must be retained for a minimum of two years after the files were initially created in the case of applicants who were not hired; records of terminated employees must be maintained for a minimum of two years from the date the employment action was taken. If notified that a verified complaint has been filed against it, an agency must preserve all records and files until the final resolution of the complaint._

- If hired, the background investigation file will be retained three (3) years from separation of county service.
- If not hired, the background investigation file will be retained for five (5) years.
- Note: Background Investigation files will be kept separate from personnel files.

Revised Date: February 9, 2010
B. PERSONNEL

3. Employment of Relatives

**EMPLOYMENT OF RELATIVES**

Article V, Section 511 of the San Mateo County Charter states that "a person may not be appointed to any position which is under the line of supervision of a relative to the third degree by blood or marriage." Third degree is defined as follows:

**First Degree**
Parent, Child, Spouse, Father-in-law, Mother-in-Law,
Son-in-law, Daughter-in-law

**Second Degree**
Sibling, Grandparent, Grandchild, Grandparent-in-law,
Brother-in-law, Sister-in-law

**Third Degree**
Aunt, Uncle, Niece, Nephew, Great-grandparent, Great-grandchild

The Department recognizes that through the County’s recruitment process, it is possible for a relative to apply and be placed on an eligible for employment list that may be considered by the Department to fill a Department vacancy.

For purposes of initial hiring of any personnel, no employee related by blood or marriage to an applicant to any degree may be involved in the Civil Service or Departmental selection process involving that applicant.

As a result of marriage, when employees are in violation of the nepotism policy, such violation shall be resolved by means of a transfer as deemed necessary no later than 60 days.

If an employee applies for a promotion or transfer to a position that would result in his/her being within the line of supervisor of a relative to the third degree by blood or marriage, the department shall resolve the potential conflict no later than 60 days.
If the potential conflict cannot be resolved by a transfer, the employee’s application for transfer or promotion may be screened out of the process.

The intent of this nepotism policy is to abide by the County’s nepotism policy and avoid the appearance of any impropriety during the Department selection process.

The Chief Probation Officer shall consult with County Counsel and Human Resources if a particular situation cannot be resolved at the departmental level.
B. PERSONNEL

4. Group Supervisor to Probation Series

**Group Supervisor to Probation Series**

The Department encourages the promotion of qualified staff. While some staff working in the Juvenile Institutions Division will pursue promotion within the Group Supervisor series.

When employees transfer from the Group Supervisor (GS) series to the Probation Officer series it may be necessary to hire some candidates at a pay step in the Deputy Probation Officer II series in order to provide them with a promotional raise and continuous anniversary pay increases. Upon promotion to the Deputy Probation Officer series, all Group Supervisors in the GSI, GSII and GSIII classification that have been employed with the department for a minimum of 4,160 hours will be classified as a DPO II. Regardless of what pay step a candidate is hired into, all Deputy Probation Officers have a requirement of three (3) years total of “standard” performance as a Deputy Probation officer in San Mateo County, one of which must be at a Deputy Probation Officer II level, to be eligible for promotion to a Deputy Probation Officer III position. (Refer to policy B-6)

Training for Group Supervisor staff who are interested in pursuing a career as a Probation Officer can be arranged. Write a memo to the Director of Juvenile Institutions with a copy to your immediate supervisor requesting the opportunity to learn more about field supervision in the Adult, Juvenile, or Realignment Division.

A training schedule to accommodate the applicant's interests will be developed. This training will occur on the applicant's own time. More formalized training under the auspices of the Standards and Training in Corrections Program (S.T.C.) is also available for probation-related positions.

The Department as well as the County considers employees it’s most important resource. You are strongly encouraged to prepare and apply for any promotional opportunities that may become available.
B. PERSONNEL

5. Probation Series

PROBATION SERIES

The salary ordinance which establishes the number and classification of positions in the Department does not limit the specific number of Level I, II or III DPO positions. A vacant DPO position can be filled at the I, II or III level.

At any time, there can be thirty positions appointed as Senior DPOs.

Policy Date: July 21, 1997

Policy B-5 Probation Series (Revised: May 18, 1998)
B. PERSONNEL

6. Merit Pay Increases, Promotions and Anniversary Dates

MERIT PAY INCREASES, PROMOTIONS AND ANNIVERSARY DATES

The Civil Service system allows for set pay raises based on time and work performance within a given job classification and also provides for a raise when a promotion to a higher classification occurs. Depending on the specific classification, some promotions are based on competitive examination and selection while others are based on general qualifications and evaluation of individual work performance.

Since promotion results in both a pay raise and a new "anniversary date," a raise which is imminent as the result of progression through the pay steps of the pre-promotional classification will not occur. This situation may be to an employee's fiscal disadvantage and should be considered when setting the date a promotion becomes active.

When an employee is hired into a flexibly staffed series, there are specific civil service requirements for promotions within the series. In addition, regardless at what pay step level a Deputy Probation Officer candidate is hired, he or she must have three (3) years total of "standard" performance as a Deputy Probation Officer in San Mateo County, one of which must be at a Deputy Probation Officer II level, to be eligible for promotion to a Deputy Probation Officer III position (refer to policy B – 4)

Managers and supervisors are routinely notified when their employees are due for merit increases. However, it is prudent for each employee to track the following: pay steps within the classification, merit raise anniversary date, the next promotional classification(s) and the required qualifications, and the application materials required for a new position. Specific questions should be directed to your supervisor or the Department's recruitment and classification analyst in Human Resources.

Policy Date: July 21, 1997
B. PERSONNEL

7. Employee Performance Evaluation

It is the desire of this department to maintain a highly motivated, effective, and efficient workforce. To this end, we will endeavor to work with all employees to achieve a level of performance that maximizes the effectiveness of the department and allows each employee to achieve a high level of job satisfaction. The department will recognize positive achievement and will address performance issues to assist employees to meet departmental expectations.

I. POLICY

Ongoing Performance Evaluation

Evaluation of employee performance is an ongoing process involving frequent communication between workers and their supervisors. It is incumbent upon the supervisor to recognize excellent performance and to bring performance problems to the attention of workers as soon as they are recognized. An attempt should always be made to resolve performance issues at the lowest level possible. If the performance issue is perceived to be beyond the immediate supervisor’s ability to address, it should be brought to the attention of the Division Director and Deputy Chief to formulate a plan for immediately addressing the problem. This is especially important when there is a question as to an employee’s physical or mental ability to perform their assigned tasks.

In all instances of significant performance problems, the Human Resources Department should be involved as early as possible to assist in the resolution of the problem(s) as both a resource and to ensure that the proposed solution plan is within County policy, state and federal law, and the Peace Officers Bill of Rights.

II. EMPLOYEE PERFORMANCE EVALUATIONS: ANNUAL AND PROBATIONARY

Probationary employees are evaluated at three-month intervals and permanent employees are evaluated annually.

Supervisors/managers (raters) are to meet with staff to discuss progress/performance (good and bad) frequently throughout the year. This will ensure that staff members are aware of their performance level so there are no “surprises” in the annual evaluation.

Policy B-7 Employee Performance Evaluation (Revised: June 2008)
Prior to writing the annual evaluation, the supervisor/manager will meet with the staff being evaluated to discuss their overall performance and growth for the year. The supervisor and employee should discuss performance in each area of the evaluation form based upon "Performance Standards" and what will be included in the comments section of the evaluation. This is the time to ensure both the staff member and the supervisor are clear on any performance issues and how they are characterized in the evaluation.

The Supervisor/Manager (rater) completes the draft evaluation and submits it to their Supervisor/Manager (reviewer) for informal review and discussion before it is shared with the employee. The reviewer's function is to look for wording that could be problematic for the supervisor, make sure issues are supported by factual information/examples, and that goals pertain to improvement both technically and behaviorally.

The reviewer then returns the evaluation to the Supervisor/Manager, who schedules a final meeting with the staff. A copy of the evaluation is provided and, if the review created changes in the evaluation, they are discussed. If further revisions are agreed to, the evaluation is changed and a final meeting is scheduled. The outcome of this meeting equates with the conclusion of the evaluation. The person evaluated needs to understand the evaluation and the goals for the upcoming evaluation period. They do not have to agree with the evaluation.

The formal evaluation is then completed and signed by the rater, the employee and finally the rater’s supervisor. The completed evaluation is sent to personnel for placement in the personnel file and distribution.

The person evaluated may write a response to the evaluation and have it placed in the personnel file within 10 days of signing the evaluation. A personnel evaluation is not able to be appealed under Peace Officers Bill of Rights.

**THESE GENERIC STANDARDS/EXPECTATIONS ARE THE FOUNDATION FOR THE SUBSEQUENT DEVELOPMENT OF SPECIFIC STANDARDS FOR EACH FIRST LINE IMMEDIATE SUPERVISOR POSITION. THE SPECIFIC STANDARDS WILL BE MORE QUANTIFIED AND MEASURABLE THAN THE GENERIC STANDARDS.**

**PERFORMANCE STANDARDS AND EXPECTATIONS FIRST LINE IMMEDIATE SUPERVISOR**

**III. PLANNING**

- **A.** The act of anticipating future events, resource allocation and objectives to be accomplished. Scheduling work and coordinating work with others.
B. Raises issues, identifies and defines problems and presents solutions in a timely manner to his/her supervisor or appropriate party.

C. Is alert to and suggests methods for improving efficiency, effectiveness and quality of work and for enhancing employee productivity and morals.

D. Considers and analyzes the potential impact that a planned change may have on the entire system before implementation; meet all time lines for the planning and implementation.

E. Fosters a smooth transition in the implementation of planned changes.

F. Coordinates work with others in a cooperative, timely and supportive manner.

G. Anticipates potential or immediate safety problems and provides remedial action or requests needed action from immediate supervisor, as circumstances warrant.

H. Ensures that all staff is familiar with emergency procedures.

I. Maintains organized, accurate and current work records.

J. Notifies immediate supervisor of special circumstances, new or additional information and unique situations in a timely fashion.

K. Assigns workload and work hours of self and subordinates regularly, efficiently and effectively to meet operational and agency goals.

L. Ensures that backup coverage is coordinated when unexpected absences occur.

M. Keeps designated staff apprised of whereabouts and estimated time of return on an ongoing basis. Adheres to other requirements prescribed by immediate supervisor to ensure effective communication while away from the office.

N. Consults immediate supervisor when appropriate to clarify case, policy, procedure or unresolved conflicts in a timely manner.

O. Provides effective backup coverage or other assistance as needed to subordinate staff.

P. Participates in the preparation of the annual budget request and justification as needed.

Q. Adapts constructively to changes in his/her workload, staffing patterns, assignments or circumstances.
R. Demonstrates consideration for others by providing as much lead time as possible regarding actions to be taken.

S. Contributes to the ongoing revision of department manuals to ensure that they reflect current statutes/policies/procedures/standards.

T. Establishes program objectives, methods of measuring results of those objectives and prepares necessary documentation.

U. Serves as spokesperson regarding department policies, practices and procedures to other agencies and the general public as needed.

IV. ORGANIZING

A. The act of arranging functions, group activities and structuring roles of people to support plans of action. Is aware of and plans for quantity and quality of work produced, efficient use of time, personnel and materials; and works toward improvement of the work products.

B. Works toward improvement of work products.

C. Meet deadlines in all work assignments.

D. Uses time constructively.

E. Prepares written work that is consistently legible, thorough and accurate, and utilizes a professional level of writing skill.

F. Is succinct, relevant, and thorough in both verbal and written communications and organizes written work in a logical sequence.

G. Reviews information for accuracy before transmitting and if inaccurate or in conflict with other directives, seeks prompt clarification.

H. Complies with all applicable and reasonable verbal or written directives, orders, rules and regulations in a professional manner.

I. Attends all scheduled meetings and training sessions unless authorized to be absent, or sends an acceptable alternate.

J. Maintains active involvement in meetings by participation and arrives punctually with all necessary materials.

K. Conducts meetings with immediate subordinates as directed or needed and circulates information to all subordinate staff in an expeditious manner.

L. Responds to all legitimate/reasonable requests for assistance in a timely and
prioritized manner.

M. Supports County and department safety standards and practices in work environment.

N. Complies with all laws, regulations, court decisions, departmental policies and procedures relating to the dissemination of confidential information.

O. Submits workload statistics and other required reports in a timely and accurate manner.

P. Assists staff, the courts and other agencies in obtaining information or documentation on matters of mutual interest or responsibility in a prompt, effective and lawful manner.

Q. Ensures all subordinate staff have or have access to all appropriate resource manuals, codes and other written materials.

R. Notifies immediate supervisor immediately of threats and assaults upon staff. As procedurally outlined, notifies immediate supervisor of on-the-job injuries and accidents, Workers’ Compensation claims, and liability claims as soon as possible.

V. **DIRECTING**

A. The act of deciding who must do what by when. Communicating the decisions and motivating people to accomplish the expected results.

B. Assigns and distributes workloads equitably and applies standards in a fair and effective manner.

C. Delegates assignments to appropriate levels of staff.

D. Consistently gives clear direction to subordinates and sets appropriate time lines and priorities for the completion of tasks.

E. Is aware of own sphere of authority and uses good judgment in decision making or seeks necessary direction/consultation from immediate supervisor.

VI. **MONITORING/CONTROLLING**

A. The act of measuring, identifying and correcting variance from plan to ensure accomplishment of objectives. Provide leadership, motivation of employees, and encourage high morale in the work unit.

B. Encourages intra- and inter-divisional communication and teamwork.
C. Maintains an agency-wide perspective in all work-related activities.

D. Assumes leadership responsibility for and/or participates in special assignments as required.

E. Represents the department effectively in all internal and external assignments.

F. Presents all agency issues, views and directives in an accurate, positive and loyal manner. Presents a unified agency management approach with respect to all such issues, views and directives.

G. Conducts self in a professional manner at all times while representing the agency in any function.

H. Attempts to effectively motivate subordinates and to maintain high morale. Demonstrates appropriate behavior through excellence of personal example.

I. Demonstrates initiative, candor and responsible risk-taking in pursuit of agency goals on a regular basis.

K. Is readily available to provide support and/or direction for decision making by subordinates and provides a replacement when absent.

L. Supports an environment in which subordinates are encouraged to provide input for planning, evaluation, decision making and policy formulation.

M. Maintains close and effective interaction with subordinates and immediate supervisor.

N. Requires subordinates’ consistent compliance with all performance standards and work expectations for their general position and authorizes acceptable variation to general standards and expectations.

O. Ensures that all work products/service delivery and decisions comply with the department’s policies and procedures and the law.

P. Reviews incoming and outgoing work of subordinates to ensure proper organization, accuracy, neatness and thoroughness. Ensures that necessary corrections are made and routes the documents properly and in a timely manner.

Q. Carefully reviews the expenditures of County resources by subordinate staff and initiates any necessary remedial action.

R. Diligently reviews any matter that requires special expenditures and
obtains required approval prior to any such expenditure.

S. Reviews compliments or complaints received by the department and takes action in a timely manner and as prescribed by departmental procedures.

T. Follows up on delegated work to ensure timely and appropriate completion.

U. Reviews work of newly hired, promoted or transferred subordinates thoroughly and frequently. Reviews work of experienced subordinates with a frequency and degree determined by their ability and willingness to effectively handle new or recurrent tasks.

VII. PERSONNEL

A. The act of implementing and carrying out approved plans through subordinates to achieve goals or directives.

B. Responsibility for orientation and training of all subordinate staff in his/her work unit.

C. Identifies training needs of subordinates accurately and completely prior to the beginning of each training year and develops and monitors training plans on a regular basis.

D. Monitors activities of subordinates to ensure compliance with various legal standards and contractual (memorandums of understanding) agreements.

E. Encourages staff career development.

F. Maintains an ongoing and effective evaluation of personnel assignment and reassignment needs.

G. Utilizes the probation period effectively to accurately determine the ability and potential of each staff member and takes appropriate employee relations actions as necessary.

H. Reinforces positive behavior/performance with timely and appropriate written and verbal praise.

I. Confronts negative behavior or performance appropriately and in a timely manner, and works effectively with substandard employees in an effort to achieve acceptable behavior or performances as soon as possible by utilizing the appropriate level of support and/or direction.

J. Completes performance evaluations in a comprehensive manner pursuant to departmental directives and submits them by due date.
K. Conducts thorough and professional personnel investigations in accordance with all legal/personnel practices.

L. Identifies and effectively and appropriately responds to interpersonal conflict matters on a timely basis.

M. Considers all available information when involved in the promotional process and evaluates it thoroughly, fairly, and in accordance with legal personnel practices.

N. Assures that sufficient cross training takes place so that essential unit functions can be performed in emergencies or in the absence of key personnel.

O. Treats each staff member with respect and conveys this feeling on both an individual and group level.

P. Learns and performs expected tasks satisfactorily with reasonable direction and support. Requires less direction and support in carrying out recurrent tasks within a reasonable time frame.

Date: July 21, 1997
B. PERSONNEL

8. Reclassification Request Policy

RECLASSIFICATION REQUEST POLICY

Any request for reclassification of a position will be processed through the Departmental chain of command. When the Deputy Chief/Director is satisfied that all necessary documentation is properly completed, the request will be forwarded to the Chief Probation Officer.

Policy Date: July 21, 1997
B. PERSONNEL

9. Scheduling Time Off

All requests for time off must be pre-approved by management in order for the employee to be compensated.

I. VACATION REQUESTS

Vacation time is granted at the discretion of the Department and each request will be considered due to staffing and operational needs. Our agency’s mission is to provide services to the courts, community and our clients. Vacation requests will likely be granted unless our ability to provide that service would be compromised.

II. EMERGENCY LEAVE

By its nature, emergency leave due to unforeseen events impacting an employee’s ability to report to work cannot be pre-approved. However, it is not automatically subject for approval even if the employee has vacation time available. A manager will review any request for emergency leave on a case-by-case basis and may request written verification from the employee prior to determining whether to approve or deny the request for leave.

III. SCHEDULING TIME OFF

Vacation time must be requested in writing via the appropriate Department form or through the County’s Automated Time Keeping System (ATKS). Vacation requests of two weeks or longer will be responded to no later than two weeks after the request is received or if the request is for time off during the summer or winter holiday season, then after the annual March closing date. Any request for time off less than two weeks will be responded to as soon as possible, but no later than two weeks after receiving the request.

Because service capability can be compromised when too many employees in a given service area request the same period of time off, approval will be at the discretion of the appointing authority. Vacation conflicts will be resolved on individual situations with the greatest possible equity. Whenever possible, the need to reduce the number of time off requests for a given period should be resolved by the persons whose requests are in conflict and/or by the supervisor(s) involved. If that is not possible, conflicts will be resolved administratively in favor of the person with seniority as determined by total time in the Unit.
If any scheduling conflicts cannot be resolved at the unit level, each Probation Division Director will make the final determination as to the impact of a given vacation request on service delivery.

IV. ADVANCED TIME OFF REQUEST POLICY

Periodically during the year, it may be expected that all employees will be requested to express choices for their vacation time and long weekends in advance. This is required in order to be able to plan adequately for future operational coverage during high time off request periods such as summer time and year-end holiday periods.

Requests for time off submitted after the annual holiday closing date will be considered if they do not conflict with previously approved time off requests and the Department is able to maintain operational and staffing requirements.

An employee must have sufficient accrued time to cover the requested time off prior to it being approved.

All employees requesting non-paid status vacation time must submit the request in writing to the Chief Probation Officer for approval. Such requests shall include a written explanation.

If work emergencies arise, an employee may be asked to defer a pre-approved time off period in the interest of providing departmental services. Such requests will be made only for good cause in true emergency situations.

Vacation requests for time off between November 1st through January 11th and June 1st and September 15th will be decided on an annual basis and must be submitted to your immediate supervisor or manager by the last business day of March.

A determination will be made if there is sufficient coverage with all requests honored. If there is not sufficient coverage, seniority will be a consideration when granting vacation requests. A request that has been granted earlier in the year shall not be rescinded by a subsequent request for the same period of time, by an employee with more seniority.

For vacations of two weeks during holiday periods or two weeks or more during non-holiday periods, an employee may receive preference based upon unit seniority for one vacation request per year. If an employee has received the same time off in the previous year, preference may be given to a different employee regardless of seniority in an effort to give everyone an opportunity to take vacation during favored dates.

Supervisors and managers shall base their approval decisions on the necessity of maintaining adequate coverage while providing the fairest and broadest vacation opportunities.
Vacations during the above dates shall be no longer than two weeks in duration. Vacations over the Christmas and New Year’s weeks will only be for one week or the other unless it can be accommodated without impacting others in the unit.

The Division Director shall compile a “waiting list” of vacation requests that are not granted and, in collaboration with supervisors and managers, offer any “newly available time off” in the fairest and broadest manner. Employees who received approval for their vacations under a manager that is no longer their current supervisor should notify their current supervisor about their vacation plans.

Any “special circumstances” that fall outside of this policy should be referred to the division director for resolution.

Policy Date; July 21, 1997
Revised: May 1998
Revised: December 30, 2008
Revised: March 1, 2016
B. **PERSONNEL**

10. Dress Code

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**I. Dress Code Policy**

The purpose of the Probation Department’s dress code is to ensure that all employees present a professional image when representing the Department. As such, it is expected that an employee’s appearance and personal hygiene are of the highest standard. With the exception of “Casual Friday,” high profile field work and training, it is expected that all employees shall be dressed in Professional Business or Casual Business attire. This policy provides the personal appearance standards for all employees, so employees are not confused about the meaning of Professional Business and Casual Business attire.

The following provides the personal appearance standards for all employees of the San Mateo County Probation Department. The examples below include an expectation that all attire is in good condition, well-maintained with no obvious signs of “wear and tear” and void of logos, colors, or messages that conflict with the mission and purpose of the Department.

**A. Professional Business Attire**

1. Professional Business attire is required for all staff when attending Court or other formal occasions where an employee is representing the Department.

2. Professional Business Attire for men includes dark colored suits or slacks with a coordinating sports coat, long sleeved button down shirts and coordinating ties. Footwear shall include dark colored leather or leather like dress shoes. Professional Business attire for women includes tailored suits in a dark color with slacks or skirt, blouses with a conservative neckline and closed toed and low heeled dress shoes.

**B. Business Casual Attire**

1. Business Casual attire allows for employees to be comfortable in the workplace while still providing for a neat, clean and professional appearance. Business Casual attire shall be the Department’s minimum standard and is acceptable when not attending Court or other formal occasions.

   a) Business Casual attire for men includes casual, non-denim pants or dress slacks, long or short sleeved collared shirts or polo shirts and sweaters. Casual footwear
such as loafers, oxfords, boat shoes or similar rubber soled shoes with leather uppers may be worn; however, athletic or tennis like shoes of any type or color are prohibited.

b) Business Casual attire for women includes casual dress slacks/non-denim pants, skirts, dresses and shirts, blouses and sweaters with a conservative neckline. Shoes may include boots, flats or low heeled dress shoes with rubber soles. Peep toed dress shoes are allowed. Open toe sandals, slippers and Croc™ type shoes are prohibited

C. Casual Fridays

The Department recognizes the popularity of casual attire, therefore, casual attire will be allowed on Fridays. Casual Friday is a benefit and not right and no other days will be substituted for employees unable to participate. Employees scheduled to attend Court or meetings outside the Department on Casual Friday shall dress in the appropriate Professional or Business Casual attire. Employees who may be called upon to represent the Department without prior notice, such as the On Duty Officer (OD) must have Professional Business attire available in the office. Some examples of Casual Friday attire includes polo shirts with or without the Department logo, casual pants including denim, Capri or cropped style pants, casual dresses or skirts, loafers or other canvas style shoes and casual flat shoes.

All clothing should be clean, neatly pressed and fit properly (neither too tight nor too baggy).

D. Unacceptable Attire

In keeping with the Department’s desire to present a professional appearance, certain types of clothing will be unacceptable at any time, including Casual Fridays. Shirts with language or graphics that are offensive, and provocative or revealing clothing such as garments made of see through material or clothing that exposes the midriff, cleavage or back are prohibited. Other examples of unacceptable attire include, but are not limited to:

- Shorts
- Short skirts or dresses (More than two inches above the knee)
- Athletic wear
- T-shirts
- Shirts with political slogans or product advertisements
- Beachwear
- Evening wear
- Sleepwear
- Flip flops, sandals, slippers, open heeled shoes or other loose footwear
- Athletic shoes
- Clothing that is torn, faded or worn

Policy B-10 Dress Code (Revised Jan 3, 2017)
With the exception of Institutions staff, hats are not to be worn in the office.

Note: this list is meant to be illustrative, not inclusive. The Department reserves the right to deem additional attire unacceptable which fall short of the spirit of the standards set in this policy.

[Members of S.E.I.U. may wear tennis/athletic shoes in the workplace, but must meet the requirements of “business casual attire” when their work activities require that they go to other county offices.]

E. Training Attire

Employees attending training shall dress in Business Casual attire unless it requires physical activity. Any training requiring physical activity will be indicated in the Learning Management System (LMS) and will include the instructor’s recommendation for the appropriate training attire.

1. Field Attire: Tactical or High Profile
   - Probation logo hat
   - Durable shirt and or jacket with the probation department logo and the word “Probation” clearly displayed on the front and back of the garment
   - Durable, tear-resistant tactical or cargo pants.
   - Boots or other durable, slip-resistant shoes?
   - Clip on badge or neck chain that bears the officer’s badge

2. Field Attire: Convertible or Low Profile
   Casual Business attire that allows the officer to rapidly display a badge or other “identifiers” that can be immediately recognized by the public and members of law enforcement.

   The decision to wear “high” or “low” profile attire is dependent upon the objective(s) of the field contact, the officer’s assessment of risk (to themselves and other officers) and current officer safety practices.

F. “Carry-Over”

Employees shall make the plans and preparations that are necessary to change their attire to suit their job activities. Obvious inappropriate “carry-over” of casual attire into more formal activities is inappropriate. Following field work, or upon returning to the office after training or exercise, employees shall immediately change into the appropriate Professional Business or Casual Business attire.

G. Tattoos/Piercings
Observable tattoos are not permitted and must be covered with clothing or with body make-up, with the exception of earrings; body piercings shall not be visible.

II. Identifiable Clothing

The Probation Department makes windbreaker jackets available (raid jackets), with “PROBATION” marked on the back to identify the probation officers. The Department jacket is only to be worn while on duty in situations where the officer’s safety is enhanced by being continuously identified as a Probation employee.

Any shirts or outerwear bearing the Department’s logo may not be worn when off duty unless you are representing the Department in an official capacity.

III. Personal Appearance and Hygiene

Employees are expected to maintain good personal appearance and hygiene. Hair should be clean, well groomed and project a professional appearance. Facial hair shall be neatly trimmed and nails shall be clean and well groomed.

Jewelry and other accessories shall be appropriate for the work setting and not create a safety hazard or cause distractions. Make-up, perfume and cologne should be used conservatively as not to create a distraction.

No policy can cover all contingencies and no list can be all inclusive, therefore, employees are expected to follow common sense and good judgment when interpreting this policy.

IV. Enforcement

All employees are expected to adhere to the above stated dress code policy. Supervisors are responsible for overseeing this policy and are required to bring to the attention of the employee any failure to conform to this policy. (This shall be done on an individual basis and in private).

If clothing or personal appearance fails to meet the above standards, an employee shall receive a written warning and may be sent home and instructed to return suitably dressed and groomed. If the problem persists, progressive disciplinary action will be applied. Employees having questions regarding the policy should first discuss issue(s) with their supervisor. Requests for accommodations that deviate from this policy must be approved in writing by the immediate supervisor. In the event the immediate supervisor and the employee are unable to resolve an issue surrounding the personal appearance standards, the matter will be discussed with the Divisional Director and/or Deputy Chief.

V. Institutions Attire Expectations

Sworn staff working in one of the Institutions facilities must wear a navy blue polo or t-shirt.

Policy B-10 Dress Code (Revised Jan 3, 2017)
issued by the department, navy blue long pants that have belt loops and will accommodate a duty
belt, a duty belt issued by the department and sturdy shoes. The most outer garment worn must have been issued or approved by the department and display the department logo. See below for information on the issuing and replacing of uniform shirts and duty belts.

- Polo shirts will be the preferred shirts with t-shirts being worn only when staff are involved in physical activities
- Pants will not be Capri style, denim or corduroy
- Camp Glenwood staff may wear knee length shorts, of a consistent style and color as the long pants, between May and October

A. Issuing of Clothing for Staff Working in the Institutions

Upon hiring, sworn staff working full time (40 hours) in one of the institution’s facilities (juvenile hall, Camp Kemp, Camp Glenwood) will be issued as many navy blue polo shirts as scheduled days worked per week, up to 2 navy blue t-shirts (if desired), 1 navy blue sweat shirt, 1 navy blue jacket (light weight or heavy), 1 black rain jacket, 1 navy blue baseball cap, 1 navy blue knit cap, and 1 duty belt with a liner or belt keepers. All of these items will be replaced by the department at no cost to the employee whenever they become damaged or are no longer suitable due to wear and tear and are turned into the department for destruction.

Extra-help who work part time and DPOs who work overtime in one of the institutions will be issued 1 navy blue polo shirt, 1 navy blue t-shirt, a knit cap, and 1 navy blue sweatshirt. There will be jackets available for check out.

Staff will sign for receipt of all items issued and returned to the department.

If the Department is unable to provide any of the above items due to size limitations, staff will purchase their own items and the Department will reimburse the employee and have the Department logo applied to the item.

Policy Date: August 24, 1984
Revised Date: July 22, 2011
Revised Date: October 5, 2016
Revised Date: January 3, 2017

Policy B-10 Dress Code (Revised Jan 3, 2017)
B. PERSONNEL

II. Departmental Transfer Policy

I. Department Transfers – Initiated by Staff Policy

All department staff is encouraged to increase their professional development and job satisfaction through transfer or reassignment to other functions consistent with the needs of the Department, the courts and clients. This includes inter-service and intra-service reassignments and transfers. By this policy, it is not the intent of the Chief Probation Officer mandatorily or arbitrarily to invoke a system of periodic individual or group transfers or reassignments throughout the Department.

II. Exemption

Deputy Probation Officers within their first four years of employment and Group Supervisors within their first two years of employment are exempted from this policy for purposes of training and development within their job classification. The term of assignment commences upon the date assignment is made.

III. Definitions

Reassignment is the designation of an employee to perform specific tasks within the same work site consistent with agency expectations and does not involve relocation to another district and/or geographical location. Reassignment also refers to change in service assignment, Investigation to Supervision, Adult to Juvenile.

Transfer is the designation of an employee to physically relocate from one work site to another work site in a different district.

Involuntary refers to a transfer based on agency needs without the employee's concurrence.

Voluntary refers to a transfer based on employee request or concurrence.

Vacancy is a vacant position without an incumbent. This normally occurs by the retirement, resignation or termination of the incumbent or by the initiation of a new program.
I. Guidelines

A. Staff at any level may request transfer to any position within the Department for which current employment classification qualifies him/her. Those requesting transfers may identify the positions(s) in which they have an interest.

B. Each Deputy Chief Probation Officer shall establish a list of transfer or reassignment requests directed to him. These requests will be considered annually whether or not a vacancy exists.
   1. All requests will be reviewed by the Deputy Chiefs involved.
   2. Transfer and reassignment requests must be submitted by the last work day of the calendar year to be included for the annual January transfer consideration. Every effort will be made to implement transfers on March first.

C. The Department will make an effort to accommodate the person’s request for transfer and will take note of requests for reassignment.

D. The Department will make an effort to accommodate the involuntarily transferred person's request for future transfer by giving him/her first consideration when he/she qualifies for another transfer.

II. Requirements

Staff requesting transfer must have:

A. Two years of continuous work in their present assignment if they are in a Probation Officer category. Because of the nature of the Group Supervisor position, they must have at least one year of continuous work in that present assignment.

B. A standard, or better, performance evaluation in present assignment.

III. Procedures

A. Staff is encouraged to submit a request for transfer or reassignment when they have determined that they are interested in a different job experience. When you desire a transfer or reassignment and meet the requirements, you are responsible to initiate discussion to any location within the Department having positions comparable to yours.

B. Submit your request for transfer or reassignment in writing using the
department form. Direct your request to the Deputy Chief of the service to which you wish to transfer. Send a copy to your present Deputy Chief(s) through the chain of command. State your reasons for request for transfer; briefly outline work experience and qualities you feel you have which will help in your new assignment.

C. The Deputy Chief(s) involved will place the person's name on a list of those interested in transferring to be acted upon when a need exists.

D. Submit a written request for reassignment only to your Deputy Chief through the chain of command.

E. When a need exists, and there are inter-service requests involved, the Deputy Chief shall notify other Deputy Chiefs having staff on the transfer list. In inter-service transfers, the Supervisor will be asked to update the person's personnel file, including an updated evaluation of work performance. The receiving Deputy Chief will consider all persons on the transfer and reassignment lists when filling the need.

F. When a vacancy occurs by departure of a staff member, the Deputy Chief of the Service will first review transfer and reassignment applications on file. If no relevant applications are on file, the Deputy Chief will publish the opening for voluntary transfer or reassignment. Should there be no voluntary requests, and if the position cannot be filled by a new hire, the Deputy Chief will proceed to fill the position through the involuntary transfer policy.

G. When a vacancy occurs as the result of the creation of a new program, the Deputy Chief will publish the opening(s) for voluntary transfer or reassignment. Should there be no voluntary requests, the policy on involuntary transfers will be used if the position cannot be filled by a new hire.

H. If a request is for transfer to an assignment currently filled, the request will be honored as soon as management concludes that it can be accomplished. All parties will be notified of request status on a regular basis. The person must qualify for the desired assignment. The current occupant of the position must have been in that assignment three years if it is a Probation Officer position, or two years if it is a group supervisor position. The needs of the agency must be met, and other factors will be considered.

I. The need for an involuntary transfer will be clarified by the Chief Probation Officer or designee in writing and communicated to the Union prior to implementation. If the current occupant is "involuntarily displaced" by transfer, that person shall be given first consideration when he/she qualifies for another transfer.

J. If a request is not granted, the Deputy Chief making the decision will
respond to the person who submitted the request. The person may withdraw his/her name from further consideration.

IV. Factors to be Considered

The following listed factors are not a prioritized ranking. In cases where factors being considered are relatively equal in most respects, then seniority will be heavily weighted:

- Service needs to Court, client and community. Administrative mandates.
- Professional growth and development. Preference of staff involved.
- Length of time in and nature of current assignment.
- Seniority as determined by total, continuous department service.

V. Departmental Transfers – Initiated by Management Policy

All departmental staff are subject to transfer or reassignment consistent with the needs of the Department and clients and to increase professional development and job satisfaction. Involuntary transfers will be used infrequently and usually after seeking volunteers. By this policy, it is not the intent of the Chief Probation Officer mandatorily or arbitrarily to invoke a system of periodic individual or group transfers or reassignments throughout the Department.

I. Exemption

Two employee categories are exempted from the involuntary transfer policy as follows:

A. An incumbent with less than three years in assignment will not normally be involuntarily displaced unless needs of the Department dictate otherwise and/or circumstances exist where the nature of the assignment requires special knowledge, skills and competence. Newer employees are not normally expected to backfill key assignments which require special knowledge skills and competence.

B. Employees with twenty years of continuous service in the Department are exempted from involuntary geographical transfer, provided that they have held three or more various assignments during prior years of service and provided that no more than 75% of staff within their work unit comes under this exemption.

The requirement of three or more various assignments shall apply only to persons hired after January 1, 1985. Total Department seniority will apply to circumstances wherein more than 75% of unit staff is exempted.

II. Factors to be Considered
The following listed factors are not a prioritized ranking. In cases where factors being considered are relatively equal in most respects, then seniority will be heavily weighted.

- Efficient management of Departmental workloads.
- Service needs to Court, client and community. Fiscal constraints.
- Professional growth and development.
- Special skills.
- Length of time in current assignment.
- Seniority as determined by total, continuous Department service. Legislative requirements.

In any circumstance, which may dictate the agency need to invoke involuntary transfer, those staff who do not come under exemption will be considered. The longevity in assignment will be a primary factor.

III. Exceptions

Because of Departmental needs, it may be necessary to modify the above requirements. Such exceptions should occur infrequently and for good cause only. Should such a modification of the above factors be necessary, it will be communicated to the parties involved prior to implementation of the planned transfer, and the Union will be advised. In the event of extreme disaster, severe budget restrictions and/or reductions in staffing, all exemptions and exceptions set forth in this policy statement are withdrawn and removed.

Contents of this policy statement will not apply to shift assignment or units within Institution Services and shall be applicable only to geographical transfer for staff in the Group Supervisor series.

Policy Date: July 21, 1997
will be advised. In the event of extreme disaster, severe budget restrictions and/or reductions in staffing, all exemptions and exceptions set forth in this policy statement are withdrawn and removed.

Contents of this policy statement will not apply to shift assignment or units within Institution Services and shall be applicable only to geographical transfer for staff in the Group Supervisor series.

Policy Date: July 21, 1997
Revised Date: May 18, 1998

B – 11 Departmental Transfer Policy
B. PERSONNEL

12. Working Hours and Modified Work Day / Week

I. BASIC WORK DAY/WEEK - GENERAL

   Section 2231 ATTENDANCE AND HOURS OF WORK (San Mateo County Ordinance Code, Personnel Administration Section)

   A. The Standard work week for employees occupying full time positions consists of 40 hours, unless otherwise specified by the Board of Supervisors.
   B. The appointing authority shall fix the hours of work with due regard for the convenience of the public and the laws of the State and the County.
   C. Except as hereinafter provided, County offices shall be open for the transaction of business from 8:00 a.m. to 5:00 p.m. every day except Saturdays, Sundays and holidays. With the approval of the County Manager, a department head may make such changes to the schedule of office hours as public convenience or necessity may require.

   Employees are expected to work a minimum of 40 hours per week, Monday through Friday, 8:00 a.m. to 5:00 p.m., with an unpaid lunch break that must be at least 30 minutes in length. However, certain assignments may have special work weeks and/or hours specified by the Department Head in accordance with County and departmental policies. Alternative work schedules may be allowed as described in section B-12b.

   Employees in the Group Supervisor series are expected to work 40 hours per week (permanent part-time positions excepted) based on a 24-hour per day, seven days per week shift pattern. The patterns are established to meet proper client care, legal and policy mandates.

   The authority to make modifications rests with the Chief Probation Officer and is delegated through the chain of command to the supervisor within policy, procedural and legal guidelines.

II. MODIFIED WORK DAY/WEEK – DEPUTY PROBATION OFFICER (DPO) AND NON-SWORN SERIES

   The Department recognizes the need for flexibility of working hours. For this reason, these guidelines are set forth to allow for individual scheduling which is consistent with County expectations of meeting minimum departmental service levels. The guidelines are as follows:

   A. The basic work week for this series will be determined by assignment.
B. Approval for modification must be secured in advance and this modification request will be in the form of a modified work week memo.

C. The division will maintain a modified work schedule file for all employees. This file will contain a copy of a modified work week memo for each employee. The supervisor and the employee will also have a copy. It will be verified with the employee annually by the supervisor who will advise the Division Director (PSM II) or Legal Office Services Manager (LOSM) / Financial Services Manager (FSM) in writing of any modifications.

D. A modified work schedule becomes void with any change in assignment. Request for a new modified work schedule must be submitted in the form of a modified work week memo.

E. Approval for temporary modification of the work week previously agreed upon must be secured in advance of the change. If the situation doesn't allow for this, it must be discussed with the supervisor on the next work day.

F. Supervisors will approve all modified work schedules based on the service needs of their unit with the assurance that at least 2/3 of the unit’s staff are always on duty, Monday through Friday. (Alternatively, no more than 1/3 of a unit’s staff may be off on any single day.) This may occasionally result in some employees not being able to work a preferred schedule. In units consisting of 3 staff or less the minimum staffing standard can be waived, and an alternative work schedule can be granted with management approval.

G. Supervisors may need to alter the work schedules indefinitely or for a specific period of time to insure equitable scheduling practices due to unforeseen circumstances that include but are not limited to inadequate staffing, vacations, training, or changes in business practices. An employee informed that their schedule is being changed will be given advance notice. This notice will be at least 2 pay periods before the scheduled change.

H. Pursuant to Industrial Welfare Commission order no. 4-2001, “No employer shall employ any person for a work period of more than five (5) hours without a meal period of not less than 30 minutes.”

I. Pursuant to Employee Relations Bulletin 99-3, the 15-minute rest breaks normally allowed in the morning and afternoon are not to be “banked” or used to make up for any time away from work. Breaks cannot be added together or combined to extend the meal break or to end the work day early.

III. INSTITUTIONS - GROUP SUPERVISOR (GS) SERIES

The institution operates 24 hours per day, seven days per week. With few exceptions, each position in the institution covers a specific time frame in order to provide proper care of minors and to meet legal and policy mandates. Therefore, little variation can be considered.

When the duties of employees in the GS series can best be fulfilled by working other than the established pattern, approval for the modification must be secured in writing in advance from the Institutional Services Manager (ISM) and approved by the Director. The Deputy Chief must be advised of work schedule modifications.
Telecommuting provides an alternative work schedule to accomplish the mission of the organization. The purpose of this policy is to establish standardized procedures and guidelines that provide opportunities for employees to work at an approved remote worksite. Telecommuting is a management option available as an employee privilege to enhance Probation Department operations and also to help meet employee needs. Telecommuting can enhance employee effectiveness and relieve traffic congestion in San Mateo County in support of the San Mateo County “visioning process.”

I. CRITERIA AND PARAMETERS

Any telecommuting schedule must meet the following criteria:

Flexibility: The telecommuting schedule must allow for short term changes to be made to meet the service needs of the Department.

Quality: Telecommuting must not negatively impact the quality of the work product or service level of the employee or the work unit. It must not result in an inability to meet the work standards of the unit.

Availability: Telecommuting must not negatively impact the availability of the employee to respond to questions or contribute to the effective functioning of the Department.

Productivity: Telecommuting must not result in reduced productivity for either the employee or the unit in which they work, or in his or her work being absorbed by others in the work unit either directly or indirectly.

The Telecommute Program is a privilege, not an employee right. The Department maintains the right not to authorize an employee to participate in the program and the right to terminate the Telecommute Agreement at any time when it is in the best interests of the Department. The Telecommute Program is not suitable for employees whose assignment is best served by working in the office and/or who are not yet able to work independently.

While working at an approved remote worksite on an approved work schedule, worker’s compensation coverage for job-related incidents will apply.

In order to participate in the Telecommuting Program, the employee must:

A. Have one year full-time experience in their current classification
B. Be able to perform duties with minimal supervision

Policy B-12a Telecommuting (Revised February 22, 2016)
C. Be organized, disciplined, and motivated with good time management skills  
D. Have consistent satisfactory job performance evaluations  
E. Clearly understand the operations of their unit and this program

II. GENERAL WORK AT HOME PROGRAM

Any employee may occasionally request to work at home and may do so with his/her supervisor’s prior approval. Such a request might be made in order to complete a particularly focused or difficult work assignment, work on a special project, or work on assignments approved by their supervisor.

III. LIMITED WORK AT HOME PROGRAM

Employees in specially designated units may work at an approved remote worksite on a regular basis because of the need to meet Countywide Alternative Work Schedule Criteria.
   A. Employees who work a 5-8 schedule can telecommute no more than 16 hours per week.  
   B. Employees who work an alternative work schedule can only telecommute one day per week.

Employees may not have Alternative Work Schedules that result in them being away from the office two consecutive days, including Mondays and Fridays.

Supervisors will approve all telecommute schedules based on service needs with the assurance that a minimum of 2/3 of their staff are scheduled to work in the office, Monday through Friday.

Telecommute schedules must ensure that staff is available during regular work hours both on and off-site to meet the needs of the office, community, and Court. Short term exceptions to this standard may be granted by the Deputy Chief Probation Officer (DCPO) or non-sworn manager for special circumstances. Requests for permanent exceptions to the Telecommute Program will be submitted in writing to the employee’s DCPO or non-sworn manager for submission and assessment by the Command Staff.

The Telecommute Program is not a substitute for adult or child care. Employees with dependents must make arrangements for dependent care so that they are available during the agreed upon work hours.

Employees occupying a job share position are collectively entitled to the same benefits as a regular employee. Any job-share telecommute schedule would have to be agreed to by both officers involved and subject to DCPO or non-sworn manager approval.
III. PROCEDURE

A. The employee will discuss their desire to work at an approved remote worksite with their supervisor.
B. The employee will complete a Telecommute Agreement and submit it to the DCPO or non-sworn manager with a copy provided to the employee’s Supervisor and appropriate Director.
C. The Telecommute schedule must be reviewed and approved by the employee’s DCPO or non-sworn manager prior to starting the schedule. Whenever the employee’s regular work location or job duties change, a new application form must be submitted to the DCPO or non-sworn manager for approval. Employees may not change their telecommute schedule without the approval of the Supervisor, Director, and DCPO or non-sworn manager.
D. The employee must be available for immediate response at all times during regular work hours by telephone or cell phone. Office voicemail must be accessed from their approved remote worksite and returned a minimum of three times throughout the day.
E. If contact is through a personal cell-phone, the expense may be claimed on the employee’s expense account.
F. Employees shall advise management of their home address or approved remote work site and if possible shall forward all work calls directly to that work site during their work hours. Additional devices such as a fax machine, voicemail, Department issued computer, and internet access may be required at the employee’s remote work site to participate in the Telecommute Program.
G. It is the responsibility of employees to inform management of any change in home address, approved remote work site or telephone and fax numbers.
H. Telecommute employees will be responsible to attend all scheduled court appearances, office meetings, and trainings. Office meetings may be attended by teleconference if approved by the supervisor.
I. All employees who receive approval for regularly scheduled Telecommuting are required to complete a telecommuting journal for every pay period during which they worked at an approved remote worksite. It will be provided to the supervisor upon the employee’s return to the office.
J. Time off may not begin at the end of the off-site time of a telecommute period or end at the beginning of the off-site time of a telecommute period unless approved by the supervisor.
K. If an employee’s first day back at work, after calling in sick, is on his/her scheduled telecommute day, that employee must come into the office to work.

IV. MISCELLANOUS

Employees are to use sound judgment and restraint in taking office supplies for use at their approved remote worksite. Staff must take only what is needed for their work tasks. Any supplies or equipment taken and subsequently not needed must be returned to the office.
Employees may discontinue Telecommuting at any time with advance written notice to the supervisor.

Any requests for exceptions to the Telecommute Program will be submitted in writing to the employee’s DCPO or non-sworn manager for assessment by the Command Staff.

V. EVALUATION

The use, effectiveness, and consistency of each individual program will be evaluated by the supervisor and DCPO or non-sworn manager after 6 months and then annually thereafter, to assure the needs of the office and the needs of individuals are being met.
TELECOMMUTING SCHEDULE ~ EXHIBIT A

Complete all the requested information below and once complete, print the document and attach to the Telecommuting Agreement.

THE TELECOMMUTING SCHEDULE IS AS FOLLOWS:

<table>
<thead>
<tr>
<th>Day</th>
<th>Work Schedule</th>
<th>Hours from and to</th>
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<tbody>
<tr>
<td>Monday</td>
<td>Office or Telecommuting</td>
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<td>Tuesday</td>
<td>Office or Telecommuting</td>
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<td>Wednesday</td>
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<td>Friday</td>
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Both Office and Telecommuting work days must include a half hour (minimum) lunch break.

COMMUNICATIONS

While telecommuting the employee shall communicate with their supervisor at least once per day by phone. Messages are to be returned within (30) thirty minutes.

Telecommuter shall maintain a functional phone and shall have their work phone forwarded to their telecommute phone in order to receive calls and bulletins (per Departmental Policy).

All reports shall be delivered/submitted for supervisor review by 9:00 a.m. the day before your telecommute day.

LIST MEETINGS/EVENTS THAT MUST BE ATTENDED BY TELECOMMUTER:

Training Classes: ____________________________
Unit Meetings: ______________________________
Court Hearings: ______________________________
Other events/activities as directed by the supervisor: ______________________________

Policy B-12a Telecommuting (Revised February 22, 2016)
**EQUIPMENT/ACCESS REQUIREMENTS**

County equipment and/or Information Systems to which telecommuter will have access from remote work location (if any):

<table>
<thead>
<tr>
<th>SYSTEM</th>
<th>APPLICATION</th>
<th>DATABASE</th>
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<tr>
<td>Dell Laptop</td>
<td>VPN</td>
<td>JAMS</td>
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<td>Outlook</td>
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<td>ATKS</td>
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*released per SB 978 on 1/1/21*
**TELECOMMUTE JOURNAL**

Pay Period Date: ______/_______  Employee’s Name: _______________________

Address / Approved Remote Work Site: ______________________________________

<table>
<thead>
<tr>
<th>Date</th>
<th>IN</th>
<th>OUT</th>
<th>Work Performed (Case Name, Activity and/or Person Contacted)</th>
<th>Total Hours Worked</th>
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Total Hours Worked at Home This Week: ____________________

Employee Signature: ___________________________  Date: __________

Supervisor’s Signature: _________________________  Date: __________

Policy B-12a Telecommuting (Revised February 22, 2016)
TELECOMMUTE AGREEMENT

Employee: 

Supervisor: 

Approved Remote Worksite Schedule:

Day of Week: 

Every Week:  Yes  No

Other: 

Telecommute Location:

Address: 

Telephone: 

Fax: 

Email: 

Cell Phone: 

I have read and agree to comply with all the provisions of the Telecommute policy. I understand the San Mateo County Probation Department may discontinue my Telecommute Program at any time by providing me with written notice of the decision to discontinue this program. I further understand that I may discontinue my Telecommute Program at any time by providing written notice to my supervisor.

Employee Signature:  

Approved by Deputy Chief:  

Additional Departmental Expectations, if any:  

Policy B-12a Telecommuting (Revised February 22, 2016)
12b. Alternative Work Schedules Program

I. ALTERNATIVE WORK SCHEDULE PROGRAM

Alternative Work Schedules (AWS) are an employee privilege, not a right. Management reserves the right to revise or withdraw any AWS if work performance is deemed unsatisfactory, or if the needs of the unit, office, or Department require it.

The goal of the program is to:

A. Support healthy work environment and employee morale.
B. Support work schedules that require flexibility in order to provide services during non-traditional work hours (i.e., early morning, evening, night, and weekend fieldwork.)
C. Provide schedule flexibility that preserves productivity and personal balance.
D. Enhance working conditions for more successful recruitment and retention.
E. Reduce employee travel and negative environmental impact.

II. Eligibility

Any employee is eligible to request an AWS providing the following criteria are met:

A. Employee is not in a probationary status.
B. Employee is below the director level.
C. Employee has worked full-time for one year in current classification.
D. Employee is rated as satisfactory or better in work performance.

III. Criteria

Criteria include:

A. Improve or maintain departmental services delivery.
B. Improve or at a minimum maintain client service and staff availability to the public.
C. Be cost neutral – no backfilling, no overtime.
D. Have no negative impact on other County Department functions or staff.
E. Improve or maintain employee productivity.
F. The employee must meet productivity expectations while participating in an AWS.
G. Each employee is responsible for his or her workload and must ensure that all work is completed on time.

H. AWS may not divert any or all of an employee’s anticipated workload to another employee.

I. For sworn staff- AWS shall not relieve employees from attending court appearances, office meetings, required training, or other essential “core functions” of an assignment. For non-sworn staff- AWS shall not relieve employees from, office meetings, required training, or other essential “core functions” of an assignment except with management approval.

J. Individuals participating in AWS agree to return to a standard (5/80) work schedule if their work partner is unavailable to cover their partner’s work due to extended time off (beyond two pay periods,) i.e. Leave of Absence unless an interim AWS is made and approved by management.

K. Management will make every effort to give employees advance notice of changes to work schedules.

L. Any modification or change to the alternative work schedule must be pre-approved by one’s division manager or Deputy Chief Probation Officer (DCPO.)

M. Monday through Friday AWS for sworn staff must be contained within 6:00 a.m. and 8:00 p.m. time parameters. Though not usually maintained as a regular weekly schedule, it is understood that probation officers sometimes work non-traditional field hours that extend beyond 8:00 p.m. Such fieldwork is encouraged and can be accommodated by “flexing” (see Section III AWS) for the definition of “flexing”) of one’s schedule beyond 8:00 p.m. Schedules for other positions must begin at 6:00 a.m. or later and end at 8:00 p.m. or earlier, unless a special assignment or project requires otherwise.

N. Though not usually maintained as a regular weekly schedule, non-sworn staff schedules are governed by regular business hours (i.e., 8:00 a.m. to 5:00 p.m.). Non-Sworn AWS must begin no earlier than 7:00 a.m. and end no later than 6:00 p.m., unless a special assignment or project requires otherwise. All modifications to non-sworn work schedules must fall within department and county policy guidelines and are subject to approval by the Legal Office Services Manager (LOSM.)

O. AWS may be revised or terminated for cause(s) related to workload, work performance or service delivery demands. Advanced notice of at least two pay periods will be given when schedules must be revised or terminated. Any revision or termination of an AWS schedule will be reviewed and approved by the Divisional Director (PSM II), Legal Officer Services Manager (LOSM) or Fiscal Services Manager (FSM) and DCPO to ensure consistency and proper application of the policy.

P. No overtime or night shift differential is to be paid as part of a basic 4/10 or 9/80 work schedule.

Q. An employee’s alternative work schedule ends upon transfer, reassignment, or promotion. The employee may apply for a new AWS after assuming their new responsibilities.

R. When employees are notified of or know in advance of meetings, court hearings, or required training that will result in working on a scheduled weekday off, the employee should switch to a regular work schedule for that pay period and resume the AWS the following pay period.
NOTE: In evaluating whether to approve or deny a proposed AWS, managers are required to ensure that the services assigned to a unit can be provided to meet customer needs. Each unit must have a minimum of 2/3 of their staff scheduled to work, Monday through Friday. In units consisting of 3 staff or less the minimum staffing standard can be waived, and an AWS can be granted with management approval. Providing Department services may preclude some employees from participating in the AWS and/or may require that it be implemented based upon unit seniority.

IV. ALTERNATIVE WORK SCHEDULES

A. “Flex Time” or “flexing” defined:
   1. “Flex Time” is an approved schedule adjustment to maintain and account for the maximum number of allowable “base pay” hours worked within a pay period. It cannot be combined with any form of “leave” or “holiday” without the prior authorization of a manager/supervisor. It cannot be a “fixture” of an AWS. (Managers/Supervisors shall not authorize “flex time” as a schedule adjustment beyond one pay period.)
   2. Sworn staff can adjust their schedules and flex up to four hours during any work week with the approval of their supervisor.
   3. Non-sworn staff with a 9/80 or a 5/80 schedule have the option to make up time or temporarily modify their work schedule up to one hour a week. Due to the Fair Labor Standards Act (FLSA), employees who have a 9/80 schedule have the option to make up time or temporarily modify their work schedule the day of time lost, but will not be able to adjust their schedules throughout the week. In these cases, the increments of time can add up to one hour a week.
   4. Examples of reasons to flex, make-up or modify time include:
      a. after hours casework
      b. non-routine workload
      c. emergency
      d. occasional urgent personal situations that would otherwise be managed through scheduled leave
   5. Jobs requiring constant coverage during specific hours (such as post positions) may not normally be authorized “flex time”. Availability and/or exceptions will vary by work site and workload conditions and is subject to approval by the division manager.

B. Standard Five Day Alternative Work Schedule
This schedule represents an employee’s AWS working five days each week during an 80-hour pay period. It is expected that the employee will work 40 hours each week and that the schedule will be consistent each pay period. This schedule requires a minimum of four hours, and a maximum of 12 hours to be worked on any given day.
Example:
- 8:30 a.m. to 6:30 p.m. Mon. – Tues., 1 hour lunch (9-hr days)
- 7:00 a.m. to 1:30 Wed., half-hour lunch (6-hr day)
- 10:30 a.m. to 7:00 p.m. Thurs., 1 hour lunch (8 hrs)
- 8:00 a.m. to 4:30 p.m. Fri., 30 min. lunch (8 hrs)

C. 9-80 Alternative Work Schedule (Non-Sworn Staff Only)
1. A 9/80 work week consists of an employee working eight nine-hour days and one designated eight-hour day during an 80-hour pay period. An employee has one day off during the 80-hour pay period. The employee's day off must remain the same during subsequent pay periods. Any work day of more than five hours must include a scheduled lunch break of at least one-half hour.
   a. When an eight-hour holiday falls on a scheduled nine-hour workday, an employee is required to use one hour of vacation, comp or accrued holiday hours to make up the one-hour difference (i.e., 8 hours holiday [043] plus 1 hour vacation [041] time).
2. If a holiday falls on an employee's scheduled day off, the employee accrues eight hours of holiday time (code 046). So, the pay period would reflect 88 hours total.

D. 4-10 Alternative Work Schedule (Sworn Staff Only)
1. A 4/10 work week consists of an employee working eight 10-hour days during an 80-hour pay period. An employee has two days off during the 80-hour pay period, which must be the same day off each week. Any work day of more than five hours must include a scheduled lunch break of at least one-half hour.
2. When a holiday falls on a scheduled ten-hour workday, an employee is required to use 2 hours of vacation, comp or accrued holiday time to make up the 2 hour difference (i.e., 8 hours holiday [043] plus 2 hour vacation [041] time).
3. If a holiday falls on an employee's scheduled day off, the employee accrues eight hours of holiday time (code 046). So, the pay period would reflect 88 hours total.

V. JOB SHARE / PART-TIME

A. Two employees may apply to work in a single position or “job share.” Each employee will maintain their position number for budget purposes but will divide a single work week between them. Both workers in the job share position must have the same standard or alternative weekly work schedule. The participants of the job share will be treated as if they are a single worker and are expected to provide the same service level as a single individual in the same assignment. The department transfer policy will apply to a job share assignment based on the unit longevity of the partner with the greatest time in the unit.
B. Because the job share situation must not result in work being absorbed by the work unit or negatively impact service levels to the clients/families, participants agree to the following:

1. Each participant, regardless of the assignment, will cover the activities on their partner’s cases during their work days. This will include coverage during periods of time off, i.e., illness, vacation, etc.
2. Officer of the Day (OD) responsibilities will be scheduled for a job share position as one full-time person.
3. Special or mandatory meetings will be attended by both partners as specified in this policy.
4. Participants will be responsible to cover their partner’s court appearances unless other arrangements are approved by the supervisor.
5. If participating in an alternative work schedule, both parties are responsible to be in compliance with departmental policy.
6. If either party is removed from the Department for long periods of time, the other party will work with the unit/program Probation Services Manager to create a plan to ensure delivery of services. If an unexpected family emergency/medical leave becomes necessary and vacation plans for the partner have already been authorized, those plans will be honored.
7. Compliance with STC training requirements will be followed.
8. San Mateo County is the primary employer of the job share parties and all San Mateo County and Probation Department policies regarding outside employment apply. The San Mateo County Probation Department has precedence over any other employer.
9. The job share agreement must be for a minimum of one year. The agreement may be reviewed at any time to assure the needs of the Division and the participants are being met.
10. If the job share parties decide to terminate the job share agreement for any reason, such termination will have to be done at a time and in a manner that the Division can ensure there is no interruption of services. The job share assignment will continue until the matter is resolved.
11. If one of the parties of the job share resigns, the other partner may decide to either return to full-time employment or to find a replacement partner acceptable to the Division’s DCPO.
12. If one or both job share participants decide to return to full-time status, there must be a vacant position into which one of the incumbents could be moved. The job share agreement will continue until a vacancy becomes available. The remaining partner may decide to also return to full-time employment or to find a replacement partner acceptable to the Division’s DCPO.
13. If both parties choose to return to full-time status, the remaining participant’s position would be restructured from the two part-time positions into one full-time position.
14. Each party to the job share agreement must sign the STATEMENT OF EMPLOYEE BENEFIT STATUS FOR JOB SHARING EMPLOYEES. This
document spells out the particulars of the employee’s County benefits and contributions.

V. APPLICATION PROCESS

A. An Employee prepares a memo requesting a specific AWS and submits it to their immediate supervisor.
B. This request should indicate how the AWS meets the County’s “Alternative Work Schedule Criteria:”
   1. Improve or maintain departmental services delivery
   2. Improve or at a minimum maintain client service and staff availability to the public
   3. Be cost neutral- no backfilling, no overtime
   4. Have no negative impact on other County Departments functions or staff
   5. Improve or maintain employee productivity

The request must include the name of the employee's Work Partner. Each employee on an AWS must have a work partner. The employee’s work partner is responsible for covering work that occurs on the employee’s alternative schedule day off.

Criteria for Work Partners:
- For sworn staff - Work Partners must be in the same unit (a unit is a group of staff all supervised by the same Manager/Supervisor)
- For non-sworn staff – Work Partner must be in same geographic office.
- Work Partners must work in the same office (worksite)
- For sworn staff (4/10 Schedule): you can only be a work partner for one person.
- For non-sworn staff (9/80 schedule): you can be the work partner for one or two other people, with management approval.
- Work partners cannot have the same alternate scheduled day off.
- Work partners must show proficiency in the execution of the work they are covering.

In addition to the memo requesting an AWS, Form 9019 (attachment to follow) must also be submitted, indicating the employee’s daily start and end times the total hours worked for each work day, and the name of the employee’s work partner.

An AWS is authorized when Form 9019 is signed and approved by management. Management is defined as Director, LOSM, or FSM.
Work Partner information will be published and/or posted publicly (in all appropriate venues) so all staff will know which staff are partnered together.

All AWS expire annually. If an employee wants to continue to work an AWS for an additional year they must re-submit Form 9019.

If Form 9019 is not submitted prior to the expiration date on the previous Form 9019 the employee will return to a 5-8 schedule.

If an employee on an AWS loses their work partner (transfer, retirement, promotion etc.) they have 30 days to identify a new work partner and submit a new Form 9019 or they return to a 5/80 schedule.

NOTE: In order to be approved for a 4/10 or 9/80 schedule, the employee must partner with a peer employee in the same unit/work assignment for the purpose of covering one another’s workload, duties, and work responsibilities on regularly scheduled days off.

C. Supervisor will assess if the proposed schedule is acceptable according to “Section II. Criteria and Parameters.”

D. Supervisor recommends approval, disapproval or modification. The supervisor shall provide the employee with their recommendation before taking additional action. The supervisor will then forward the final request and recommendation to the Divisional Director, LOSM, or FSM.

E. The Division Director, LOSM, or FSM, and DCPO will review the request and the supervisor's recommendation.

F. If the Division Director, LOSM, or FSM is unable to grant the final recommendation, he or she will communicate in writing the reason(s) to the supervisor and employee.

G. Each supervisor is responsible for maintaining an accurate and up-to-date record of employee AWS.

H. The supervisor is responsible for providing a copy of the approved AWS to Probation Personnel.
DATE: ____________________________

TO: _______________________________ (Payroll Personnel Supervisor)

FROM: ______________________________

SUBJECT: WORK SCHEDULE

I am requesting:
☐ 5-8 Schedule (Policy B-12 Working Hours and Modified Work Day Week)
☐ 9-80 Schedule (Policy B-12b Alternative Work Schedules Program)
☐ 4-10 Schedule (Policy B-12b Alternative Work Schedules Program)

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(Write number of hours worked or “off” in bottom row. Please remember to account for your unpaid lunch break, unless you work as a Group Supervisor in the Youth Services Center or Camps.)

4/10 & 9/80 Vacation/Sick Leave Usage
Hours taken will correspond to regularly scheduled hours, i.e., 10 hours sick leave on 4/10 and 9 hours on 9/80 plan.

4/10 & 9/80 Holiday Hours Credited But Not Taken
Employees must make up difference between what the county grants and what employee is regularly scheduled to work, i.e., county grants 8 hours; employee on 4/10 must use 2 hours vacation/comp time to equal 10 hours worked. (Ordinance 2231.2 limits unworked holiday hours to 8 per holiday.) If holiday falls on day other than Saturday or Sunday and employee is not regularly scheduled to work that day, or employee is required to work on a holiday, the employee shall accrue the equivalent straight-time off not to exceed 8 hours to be used during the calendar year following the holiday.

I have read and understand the department’s work scheduled policies (B-12, B-12b).

Employee’s Signature: ____________________________ Date: ____________

Supervisor’s Signature: ____________________________ Date: ____________

Manager’s Signature: ____________________________ Date: ____________

If Applicable: (9-80 and 4-10 work schedules)
Work Partner’s Name: ____________________________ Work Partner’s Signature: ____________________________ Date: ____________

This Work Schedule expires on: ____________________________

cc: Supervisor
    Employee

Form 9019

released per SB 976 on 1/1/21
COUNTY OF SAN MATEO RULES GOVERNING INCOMPATIBLE ACTIVITIES AND OUTSIDE EMPLOYMENT

Sections 2.75.010 and 2.75.020 of the San Mateo County Ordinance Code require that each Department Head adopt rules relating to incompatible activities and outside employment. For purposes of this policy, “outside employment” is defined by engaging in work in either a self-employed capacity or working for an employer other than the San Mateo County Probation Department. The purpose of the rules is to prohibit county employees from engaging in any employment, activity, or enterprise for compensation which is inconsistent, incompatible, in conflict with or inimical to the duties imposed on such employees by virtue of their employment with the County of San Mateo.

Section 2.75.070 of the San Mateo County Ordinance Code limits the outside employment of any employee holding a full-time position with the county, except as provided therein. An employee may be exempted from the operation of section upon obtaining approval of his/her department head.

A copy of amendments shall be made available to all employees of the department. New employees should get a copy of the complete set of rules.

Violations of these rules may be cause for disciplinary actions up to and including dismissal, as set forth in Ordinance Code 2.75.050.

All employees of the Probation Department are instructed by this memo to comply with the intent of the above noted provisions. Additionally, the following specific prohibitions represent the policy of the Probation Department:

A. No outside activity or enterprise shall involve the use of County time, facilities, equipment or supplies, to produce profit or gain, or to affect the influence or prestige of the employee’s position.

B. No outside employment, activity or enterprise shall involve the receipt or acceptance of any money or other consideration from any person or agency other than the County of San Mateo for the performance of an act which is otherwise required of the employee as part of his/her regular County duties.
C. No employee shall engage in any outside employment, activity or enterprise, with any person, agency or organization that is currently under contract to provide services to the County of San Mateo without the written approval of the Chief Probation Officer.

D. No outside employment, activity or enterprise shall require such time demands as would result in less efficient performance of County duties.

E. Request to engage in outside employment can be submitted at any time during the year. All requests must be submitted using Form 9003 (attached). Permission to engage in outside employment expires annually on the last day of the fiscal year as specified on Form 9003.

F. All employees are required to fill out Form 9003 annually for the upcoming fiscal year. Employees will either request continued permission to engage in outside employment or affirm that they are not engaged in outside employment.

1. When an employee affirms they are not engaged in outside employment Form 9003 need only be signed by the employee and their direct supervisor. Form 9003 is then forwarded to the employee’s personnel file and Civil Service File.

2. When an employee requests continued or new permission to engage in outside employment Form 9003 must be signed by the employee, the employee’s Direct Supervisor, the Division Director and the Division Deputy Chief. Form 9003 is then forwarded to the employee’s personnel file.

3. Renewal of previously approved outside employment requests is not automatic. It is the employee’s responsibility to submit a request to continue outside employment annually.

4. If an employee terminates outside employment prior to the expiration date indicated on Form 9003 the employee shall notify their direct supervisor as soon as possible and submit a new Form 9003 indicating that they are not engaged in outside employment.

5. If an employee desires to change outside employers the employee must use the Form 9003 to notify their supervisor that they no longer work at the previously approved employer, and then submit a new Form 9003 requesting permission to work for a new employer prior to commencing employment with that new employer.

G. All requests for continued or new permission to engage in outside employment (Form 9003) will be approved or denied within twenty (20) working days of receipt of the request. Such notification shall be in writing with a copy sent to the employee’s personnel file.

H. All outside employment, activity or enterprise must occur outside of the employee’s normal working hours. This includes hours in which the employee is in an “On Call” status.

I. No employee shall knowingly hold an ownership interest in any enterprise which is under contract to provide services to the County of San Mateo, which contract has any adverse effect on employee’s job responsibilities unless approved in writing by the Chief Probation Officer.

J. No employee shall serve on any board, committee or similar body of any agency or organization which contracts with the County, receives funding from the County or
receives referrals or any other benefit from the County, without the prior written approval of the Chief Probation Officer.

K. No employee shall knowingly purchase or otherwise acquire either directly or indirectly the real or personal property of any person who is pending investigative referral, on case supervision, or otherwise receiving professional services from the Probation Department.

L. No employee shall investigate the referral or supervise the probation of any member of the employee’s household or any relative by blood, adoption or marriage.

M. No employee shall offer or provide private psychological (or private therapy) counseling services to any person receiving services from the Probation Department.

N. No employee may directly or indirectly provide services for compensation to anyone, who as a result of those services, may be called upon to testify in a criminal action in the Municipal or Superior Court of San Mateo County, or in any civil action in which the County is a party or where a conflict of interest exists. This includes providing services to attorneys, law firms, or police departments, including serving as a Reserve Police Officer.

O. All employees who are aware of any conflicts or potential conflicts of interest between private activities and County employment, whether or not specifically mentioned herein, should discuss them with their supervisor, Division Deputy Chief, and Chief Probation Officer.

P. Violation of any of the above may be grounds for suspension, demotion, reprimand, transfer of dismissal. Pursuant to sections 2.75.040 and 2.75.050 of the County’s Ordinance Code, employees shall be notified of these Departmental Rules Governing Incompatible Activities, shall be notified if they are alleged to have violated such rules, and shall have a right to appeal any such discipline as follows:

Classified employees - The provisions of Civil Service Rule XIV as to notice and hearing shall be applicable to discipline imposed after a determination that a classified officer or employee has engaged in an incompatible activity or prohibited outside employment to the extent such classified officer or employee would otherwise be entitled to an appeal of such discipline under the provisions of the Charter or the rules of the Civil Service Commission.

Unclassified officers/employees - Any unclassified officer or employee may, upon being notified by the Department Head or his/her designee that said officer or employee has engaged in an incompatible activity or prohibited outside employment, may request a hearing before the Department Head, and such hearing shall be given to said officer or employee within a reasonable time. The purpose of such hearing is to permit the officer or employee to present evidence or argument in opposition to, or in mitigation of, the determination that he/she has engaged in an incompatible activity or prohibited outside employment. Such hearing is not a formal hearing and no witnesses will be allowed to testify, nor will any questioning or examination of individuals be allowed. Participation in any incompatible activity or prohibited outside employment by an unclassified employee or officer may be cause for discipline including, but not limited to, suspension, demotion, reprimand, transfer, or dismissal; provided that if disciplinary action is taken against an unclassified officer or employee on the ground that said officer or employee...
has engaged in an incompatible activity or prohibited outside employment, said officer or employee may appeal the determination of the Department Head to the Committee on Incompatible Activities, which Committee shall inquire into the facts surrounding said disciplinary action, and shall thereafter make a recommendation to the Department Head on the question of whether the proposed disciplinary action should be taken. Said Committee recommendation shall not be binding on the Department Head and nothing in this policy is intended to interfere with a Department Head’s authority to impose discipline on officers or employees including, but not limited to, suspension, demotion, reprimand, transfer, or dismissal. Should a Department Head reject the Committee’s recommendation and impose discipline on an officer or employee, such discipline shall not constitute a violation of the policies set forth herein.
SUBJECT: REQUEST FOR OUTSIDE EMPLOYMENT

Your Name: __________________________ Title: __________________________
Assignment: __________________________________________________________________ Work Site: __________________________
Current Work Schedule (Days): __________________________ Shift (Times): __________________________

Non Applicable: I have read Policy B-13. I am not requesting outside employment at this time.

Fill out this section to request outside employment:
Prospective Employer’s Name: __________________________________________________________________
Address: __________________________________________________________________
Contact Person & Phone Number: __________________________________________________________________
Position (Job Title): __________________________________________________________________
Description of Job: __________________________________________________________________
Number of Hours Weekly: ________________ (CANNOT EXCEED 20 HOURS/WEEK)
Start Date: __________________________ End Date: __________________________ (If applicable)

Initial each box to request outside employment:

☐ I acknowledge that my part-time employment will not conflict with my current work schedule.
☐ I understand that I must secure approval from my supervisor in advance of any work schedule changes that result from my part-time employment.
☐ I am aware that I cannot be employed in a part-time position that can be considered a conflict of interest pursuant to civil service and departmental policies.
☐ I am aware that County policy limits outside employment to no more than 20 hours per week.
☐ I understand that permission to work outside employment expires annually on the last day of the fiscal year. Which this fiscal year is on June 30, 20__.

Name: __________________________ Signature: __________________________ Date: __________
(Employee)

Name: __________________________ Signature: __________________________ Date: __________
(Direct Supervisor ISM/PSM/LOSS)

Name: __________________________ Signature: __________________________ Date: __________
(Division Director (PSM II), FSM, LOSM)

Name: __________________________ Signature: __________________________ Date: __________
(Deputy Chief Probation Officer, Deputy Director)

Name: __________________________ Signature: __________________________ Date: __________
(Chief Probation Officer)

CC: Payroll Personnel Supervisor
Employee
Form9003
B. PERSONNEL

14. Extra Help Compensation

 extra help staff is a valuable resource to the department. To allow for adequate projections and budgeting of extra-help funding, projections for extra-help for the field divisions will be based on Step E of the Deputy Probation Officer III level.

Funding for extra-help for Group Supervisors will normally be projected based on Step E of the Group Supervisor I level.

However, in most cases, when a previous employee returns in an extra-help capacity, the hourly compensation will be based on their level at departure.

Refer to County Administrative Memorandum B – 18 for County policy and process.

Policy Date: July 23, 1990

Policy B-14 Extra Help Compensation (Revised: July 24, 2000)
B. PERSONNEL

15. Arrest and/or Conviction of Staff

I. Non-Sworn Staff

A. Any non-sworn County employee who is convicted of a felony or misdemeanor must report such conviction to the Employee Relations Division of the Human Resources Department within seventy-two hours of the conviction. A conviction will not necessarily result in dismissal. Each conviction will be reviewed / investigated to determine if it is substantially related to the responsibilities of the job prior to making a determination about potential action. **Failure to report a conviction within seventy-two hours of the conviction may result in disciplinary action up to, and including dismissal absent an explanation of the failure to report which is satisfactory to the appointing authority.**

B. Non-Sworn staff are not required to report an arrest; however, if the Department learns that they have **pending charges**, we can require them to provide information regarding the charges. If they fail to do so, they are insubordinate. Any information obtained cannot be used against them in the criminal proceedings.

C. In order to take action against the employee, the Department must clearly establish a connection between the employee’s conduct and their employment. **There must be a nexus.** In the case of a conviction for a felony or an offense involving moral turpitude, the burden of proof is less; in these instances, it may be presumed that there is a “failure of good behavior” and the inability to perform the job is implied.

D. **No series of arrests or convictions** can be used against them; the only relevant factor is the connection between the criminal conduct and the employee’s job performance.

II. Sworn Staff

A. Sworn staff who are arrested, cited for any offense other than a vehicle code infraction or have had law enforcement contact relative to a criminal offense or any act that may result in a criminal investigation or criminal prosecution must report this matter to a Divisional Deputy Chief or their designee as soon as possible or the next business day, whichever is sooner.
B. There are broader grounds to pursue disciplinary action against a peace officer, e.g., conduct unbecoming of an officer; here again, however, we can only maintain a temporary investigation file unless we established a nexus between the criminal conduct and employment and/or job performance, e.g., a felony conviction is an automatic bar to employment as a peace officer. If there is disciplinary action, we can document the action taken and the reasons for it in the employee’s personnel file.

C. No series of arrests or convictions in and of themselves can be used as grounds for discipline; the only relevant factor is the connection between the criminal conduct and the employee’s job performance.

Policy Date: February 27, 1996
B. PERSONNEL

16. Voluntary Time Off

The intent of the Voluntary Time Off (VTO) policy is to help employees balance their work and family needs.

This privilege provides flexible working hours for Department employees and permits employees to use this time to reduce their work day, work week or schedule blocks of time off. An important feature of the policy provides that no excessive workload will be imposed on those who do not participate.

The Probation Department’s use of VTO must address the following concern:

Due to the workload throughout the department, we believe that it would be difficult to identify assignment(s) that can accommodate a significant "reduction of work" without reducing productivity, increasing the workload of other staff, or creating the necessity for extra-help support. Mandated functions, programs and serving the citizens of San Mateo County are the priority when considering a VTO application.

Therefore, we will restrict Voluntary Time Off to a maximum of 5% per year, unless an employee has an approved Leave of Absence or FMLA on file.

Requests must not exceed 5%, except for those with a documented emergency or medical need. Each case will be assessed on a case-by-case basis. Sworn staff that already have two days out of the office each week due to an alternative work schedule and/or regular telecommute days will not be granted VTO for shortened work weeks or work days. Management staff receiving compensation time will not be granted VTO for shortened work weeks or work days.

All VTO requests must be submitted on the Departmental and County VTO program application and shall include the percent of time requested and the schedule selection (shorter work day, shorter work week or block time off). The VTO request must show that the department’s approval will not produce excessive workload for those who do not participate. VTO applications should be processed within 2 weeks of being submitted.

Block time off requests must include specific dates, but may not be used to circumvent holiday guidelines i.e., approval of block time during the summer months and winter holiday is not considered approved time off. The following are examples of appropriate VTO schedule selection requests:

Policy B-16, Voluntary Time Off (Revised August 21, 2018)
Example 1: “Block time off from October 21, 2015 to March 10, 2016 for a medical Leave of Absence”

Example 2: “Block time off from January 1, 2015 to February 10, 2015 to care for a family member”.

Example 3: “Shortened work day every other Monday by one hour from 4:00 P.M. to 5:00 P.M., beginning July 13, 2015”.

Example 4: “Shortened work day every other Friday by 30 minutes from 4:30 P.M. to 5 P.M., beginning July 10, 2015”

Employees must submit their request to their immediate supervisor through Work Day. The supervisor/manager will then make a recommendation based on the unit needs, using the following procedure:

1) Review the request and email the information regarding the request to the Director/LOSM and the Deputy Chief. Include a recommendation to either approve or deny.
2) The Director/LOSM and Deputy Chief will review the request and notify the supervisor whether or not to approve or deny.
3) If the request is denied: Deny the request in Workday and notify the Chief via email, with your reasoning. Address the email to the Director/LOSM and Deputy Chief as well.
4) If the request is approved: Approve the request in Workday. In the comments section, write “reviewed by Director/LOSM and Deputy Chief.” Workday will send a task to the Chief for him to review and give final approval.

Once approved or denied, the request will be forwarded to Personnel. Applications that are disapproved or which are approved for a lesser amount of time than requested can be reviewed by the County Manager and the Human Resources Department. Employees wishing a review must submit a written request to the Human Resources Director. All decisions made by the County Manager and the Human Resources Department are final.

VTO applications are generally accepted and processed in June for the following fiscal year, but can be submitted at any time. The amount of time allotted will be based on the amount of time enrolled in the program. Approval for VTO can be withdrawn whenever an employee leaves the department or is promoted.

If you have any questions, please ask your supervisor or director.

Policy Date: July 1, 2005
Revised Date: October 2008
Revised: August 21, 2018
B. PERSONNEL

17. Issuance of Departmental Badges

Probation Identification Cards, County Cardkeys and Probation Officer Badges are vital to the security of the employees of the probation department and the county, failure to report a lost or stolen card key or badge shall be cause for employee discipline.

Department issued identification cards and badges are to be surrendered to your immediate supervisor upon resignation or termination.

I. Issuance of Probation Identification Card
   A. Upon being hired into the Department, all employees will be issued a Probation Identification Card by the Payroll Personnel Unit.
   B. There is no charge for replacement.
   C. It is incumbent on the employee to immediately notify their supervisor if their identification card has been lost or stolen.

II. Issuance of San Mateo County Cardkey
   A. Upon being hired into the San Mateo County Probation Department, all employees will be issued a cardkey from the Information Services Department.
   B. It is incumbent on the employee to immediately notify their supervisor if their cardkey has been lost or stolen.
   C. Fee is waived if a cardkey is stolen. Staff must file a police report and submit a copy of the report to the issuing party.

III. Issuance of Sworn Officer Badge
   A. Upon being hired a Departmental Badge and Badge Number will be assigned to each qualifying (permanent) employee in the following classifications:
      1. Director of Probation Services or (Chief Probation Officer)
      2. Assistant Director of Probation Services or (Assistant Chief Probation Officer)
      3. Deputy Director or (Deputy Chief Probation Officer)
      4. Deputy Director of Administration Services
      5. Director or (Probation Services Manager II)

Policy B-17 Issuance of Departmental Badges (Revised: August 28, 2014)
6. Probation Services Manager or Institution Services Manager or (Supervisor)
7. Deputy Probation Officer
8. Group Supervisor

B. All employees who are issued a badge are required to state in writing that they have read and understand this policy. This statement of understanding will be kept in the employee’s personnel file. The Payroll Personnel Office will maintain a database on the status of all sworn officer badges.

C. It is incumbent on the employee **immediately or by the following business day**, to notify their supervisor if their badge has been lost or stolen. If a badge is lost or stolen, the sworn officer shall file a police report in the city in which it was lost or stolen within 24 hours. A copy of the police report is to be provided to the employee’s immediate supervisor and the Payroll Personnel supervisor.

D. If the police department refuses to take a report, a memo will be placed in the file to that effect.

E. The employee is responsible for the current replacement cost of the lost or stolen department property. Upon submission of a police report of a lost or stolen badge, the replacement fee will be waived, on a one time basis.

F. Sworn staff are required to be in possession of their badge during normal business or shift hours, except when it could pose a safety risk. Group Supervisors will display as directed. Probation officers who are armed are to display their badge on their duty belt, in close proximity to their department-issued firearm.

G. Badges are subject to be inspected by a supervisor at any time.

**IV. Guidelines Regarding Use of Sworn Officer Badges and/or Probation Department Identification**

A. Badges or Identification Cards are to be used only in the course of exercising one’s daily responsibilities as a Department employee. Any misuse of departmental identification during or following the course of employment constitutes a misdemeanor punishable by law pursuant to Sections 146a, 146d and 538d of the Penal Code. These items are a means of identifying Probation Department employees to other agencies and when entering government buildings or offices, jails, police departments or other restricted areas. They are also used to readily identify all staff during the performance of their duties.

B. With the exceptions noted in Sections V and VI, the following are examples of misuse of department issued badges and identification card:
1. To gain free or discounted movie tickets
2. To obtain free or discounted food or drink to receive discounts for any type of goods or services.
3. To obtain free or discounted tickets to sporting events, or other forms
of entertainment.

C. Additionally, if stopped or questioned by law enforcement officials, employees are not to voluntarily identify themselves as Probation Department employees unless the officer specifically asks for employment information. If the employee is an officer who is armed by the department and carrying a firearm at the time stopped or questioned by law enforcement officials, he/she may identify himself/herself as an armed and carrying officer. It is further expected that in compliance with the Use of Force policy (D-18) the San Mateo County Probation Department badge must be displayed in close proximity to the weapon.

D. Our Probation Department identification or our status as Probation Department employees should only be used to further our official duties.

E. If you have further questions regarding this policy, please see your supervisor, Director or Deputy Chief.

V. Use of Departmental Badges in the Bay Area Rapid Transit System (BART):
A. Plainclothes sworn peace officers are authorized free BART passage, by BART, and are to follow the following guidelines when entering the BART System:
   1. Officers must obtain a Law Enforcement Officers (LEO) Pass from BART.
   2. Officers must allow their credentials to be examined by BART station agents or police officers.
   3. They must agree to report any crime or incident requiring police action they witness while participating in the free-passage program. There is no Probation department expectation that you intervene or place yourself in harm’s way.

B. This program applies to all “sworn officers” in the Probation Department, on or off-duty.
   Any eligible personnel interested in obtaining a BART LEO pass should contact BART at (510)464-7055.
C. If you obtain a LEO pass you are required to immediately notify the Payroll Personnel supervisor.
D. Sworn officers riding BART, do so as private citizens.

VI. Use of Departmental Badges on Caltrain
A. Uniformed & non uniformed sworn peace officers are allowed to ride any Caltrain trip without paying a fare.

B. Officers must allow their credentials to be examined by Caltrain agents or police officers/deputies.
C. Officers must agree to report any crime or incident requiring police action they witness while riding Caltrain. There is no Probation department expectation that you intervene or place yourself in harm’s way.

D. Sworn officers riding Caltrain, do so as private citizens.

VII. Separation from the Probation Department

A. Employees placed on administrative leave are to surrender their department issued identification, card key and badge if applicable to a supervisor, Director or Deputy Chief, as directed. The manager will then turn the department property to the Payroll Personnel supervisor. Upon return from leave these items will be re-issued.

B. Employees who resign are to surrender their department issued identification, card key and badge, if applicable to a supervisor, Director or Deputy Chief, as directed. The manager will then turn the department property to the Payroll Personnel supervisor.

C. Employees who retire are to surrender their department issued identification, card key and badge, if applicable to a supervisor, Director or Deputy Chief, as directed. The manager will then turn the department property to the Payroll Personnel supervisor. Arrangement for a retirement badge and retirement plaque/shadowbox will be handled by the designated personnel.

Policy Date: November 14, 2002
B. PERSONNEL

18. Deputy Probation Officer Overtime Policy

I. DEPUTY PROBATION OFFICER OVERTIME POLICY

The attached Overtime Policy has been developed to provide clear and concise procedures and guidelines that are consistent with the Fair Labor Standards Act (FLSA) and with the Memorandum of Understanding between the County and the Probation and Detention Association (PDA). It is the intent of this Policy to continue an atmosphere of open communication between line staff and management regarding overtime. Probation officers and their supervisors should discuss potential overtime situations as early as possible.

The FLSA categorizes the nature of probation officer work as that which requires overtime pay for work beyond 40 hours in a work week. Employees are not expected to “flex” their hours in order to avoid overtime compensation, except when agreed to by both the supervisor and probation officer. Furthermore, supervisors are also expected to plan for caseload coverage during the absence of staff. In some circumstances, absences may result in the need to approve overtime hours for staff who are required to pick up portions of a co-worker’s assignment during their absence.

II. PROCEDURES FOR OVERTIME APPROVAL

No employee shall work overtime unless authorization is received in advance of being worked in accordance with the Memorandum of Understanding and this Procedure. If emergency conditions justify overtime without prior authorization, authorization must be obtained on the next workday or as soon as feasible, in accordance with the procedures below.

III. PRIOR AUTHORIZATION

Unless otherwise directed by the department head, the first-line supervisor (PSM I), directors (PSM II), and or deputy chiefs may represent the department head for the purpose of authorizing overtime. At their discretion, these representatives (of the management team) may authorize overtime under the following conditions:

A. The required work cannot be postponed until it can be performed during normal work hours or merged with the normal workload.
B. The required work cannot be assigned to other staff whose workload has not reached maximum capacity.

C. An employee who is failing to perform the same work due to incompetence or insubordination is not performing the required work.

Generally, the intent of overtime is to complete work in excess of routine workload. If an employee needs overtime to complete work in excess of their routine workload, they should ask their supervisor for approval prior to working the overtime.

Non-emergency overtime must be requested and authorized in advance. Overtime authorizations must be in writing. A copy must be sent to the deputy chief of the division where the overtime is required. Deputy chiefs will record division overtime and provide the deputy director and department head with a monthly overtime report. The overtime report shall include the total hours of overtime performed and the reasons the overtime was necessary.

Failure of a management team member to submit an overtime authorization or report shall not, on its own, disqualify an employee who is otherwise entitled to receive overtime.

IV. EMERGENCY AUTHORIZATION

The requirement for "prior authorization" may be waived whenever either of the following emergency situations occurs:

A. The required work is a consequence of an emergency, or an off-duty phone call resulting in a required action taking six minutes or longer.

B. An immediate or imminent situation involving officer safety, public safety, department liability, or vital court services demands immediate attention.

V. COMPENSATORY TIME IN LIEU OF OVERTIME

An employee can elect to accrue compensatory time in lieu of overtime payment.

VI. NO RETALIATION

The Department does not tolerate retaliation, and therefore an employee who requests overtime or files an overtime complaint on their own behalf or on behalf of another employee is protected from retaliation.

Policy Date: October 10, 2000
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I. Mission of CIRT

The purpose and responsibility of the CIRT is to provide crisis intervention and ongoing support to staff members who experience a critical incident. The Critical Incident Response Team (CIRT) is a reflection of the San Mateo County Probation Department’s commitment to the overall safety and well-being of all staff.

II. Definition of Critical Incident

A critical incident is any event outside the range of usual day-to-day experience that would be distressing to an average person. A critical incident is any situation or event that sufficiently overwhelms an individual’s ability to cope. Critical incidents may include deaths, natural disasters, line-of-duty shootings, physical or verbal assaults in the office or field, threats to staff or their family members, workplace violence, the death of an employee through accident or suicide, or any life-threatening or traumatic experience.

III. Mission of Peer Support Providers

The purpose of peer support is to provide an accessible network of trained employees who support employees and their families to cope with their reactions to a critical incident or events and in resolving personal problems before they become acute. Peer support provides voluntary and confidential support services as an alternative resource to members of the Probation Department.

IV. Composition

The San Mateo County Probation Department’s Critical Incident Response and Peer Support Team will be comprised of one Team Coordinator, several Peer Support Providers, and one mental health professional. The Team Coordinator and the Peer Support Providers will be approved by Senior Management. The number of Peer Support Providers in each office will be based on office population: Redwood City (4), Hillcrest Juvenile Probation (4), Hillcrest Juvenile Hall (4); EPA (2), SSF (2), and Camp Glenwood (2).

The Team Coordinator is responsible for arranging the continued education and training of the peer support Team members. S/he will maintain the Team roster, and the training log, and will plan the Team’s meeting schedule.

Each office will have a designated Team Leader who will maintain confidential CI Data Forms and the Team roster, and who will be the primary contact for that office in the event of a critical incident. The Peer Support Providers must agree to serve for a minimum of two years, and must have the following qualities: maintains an excellent work standard; have the support/approval of assigned PSM; be mature, respected and trusted among peers; have ability to keep confidences; be sensitive to others; and be approachable, supportive, and appropriately encouraging. Peer support members will participate in quarterly meetings with the Department’s Peer Support Response Team.
The mental health professional’s role is primarily to manage and facilitate the group process. The mental health professional will also provide training and consulting services to the other members.

V. Training

All CIRT members must complete training in Basic Peer Support and Critical Incident Response Training. In addition, in-service training and continuing education may be provided at the quarterly meetings.

The training is intended to provide a basic understanding of counseling techniques in the following areas:

A. Crisis Identification
B. Crisis Intervention
C. Listening and Assessment Skills
D. Suicide Assessment and Suicide Intervention
E. Post-Shooting and Other Critical Incident Syndromes

VI. Individual Responsibilities

The role of a peer support person shall not interfere with their primary job responsibilities. Members will maintain confidentiality as defined under the program. They will not impose unwanted assistance except in a life-threatening situation. One of the most important responsibilities of a peer support person is the promotion of trust, anonymity and confidentiality for employees who seek assistance. Strict confidentiality is to be maintained by all except the following circumstances when notification is required by law.

A. Where child, spousal and/or elder abuse is involved.
B. Where there is a reason to believe that there is intent to injure another person or self.
C. Where, due to substance abuse, there is clear and present danger to self, citizens, or fellow employees.
D. When a violation of the law has occurred.

VII. Media

All media inquiries and questions regarding a critical incident shall be referred to one of the following managers: Chief Probation Officer, Assistant Chief Probation Officer, and Divisional Deputy Chief Probation Officers. At the scene of the incident, members of the Peer Support Team should insolate the involved staff member(s) from having to respond to the press and refer questions as indicated above.

The family should be advised of possible media attention. Senior managers will decide how and when the media will be allowed to obtain information (i.e., who can be interviewed, where press can be).

Policy B-19 Critical Response and Peer Support Team
VIII. Legal and Liability Issues

Statements made to members of the CIRT are confidential and cannot be used in disciplinary hearings/discussions unless they fall into the above four (4) categories. Peer Support Providers are bound by all legal parameters as noted in Section VI.

IX. Response

A. Evaluation

The Team Leader immediately consults the Team Coordinator to determine the appropriate response based on time, date, person involved and the nature of the incident. At this point, the Team Coordinator notifies appropriate manager who will implement measures to ensure confidentiality.

There may be different response Teams for various types of situations. When determining the response to a situation, gauge the level potential stress one might encounter.

Effects of stress: See Appendix A

Healthy Coping Strategies: See Appendix B

The Team Coordinator and Team leader are notified of the critical incident. The following information will be verified:

1. Name(s) of staff involved
2. Type of incident
3. Time of incident
4. Specifics of incident- (injuries, media, investigating agencies on scene)
5. Special needs (change of clothes, directions, etc.)

The following incidents require automatic notification to the CIRT Team:

1. Death of an employee
2. Death of a probationer
3. Any incident involving the drawing of a firearm or use of a weapon
4. Attempted suicide/suicide

If a decision to contact the family has been made, designate a Team member for this task. Obtain personal emergency information from the Department’s Personnel Office.

B. Emergency Information

The Personnel Department will house employee emergency information, which will be updated on an annual basis.
C. Individual Peer Support/Defusing

An Individual Peer Support or Small Group Defusing may be the method of choice to handle certain critical incident.

1. Some incidents involve one person who may need Individual Peer Support.
2. Defusings are small group processes that involve staff who were directly involved with the incident.
3. Defusings are much shorter, less formal and less structured than a debriefing. They are given within a few hours of the event.
4. The main purpose of a defusing is to stabilize the staff so they can return to normal service or, if they are at the end of the shift, allowed to go home without unusual stress.
5. Defusings allow staff an initial forum to vent their reactions to a critical event. It also provides for stress-related information to be distributed.
6. Defusings will accomplish one or two major goals in reference to the formal debriefing process. A well-run defusing will either eliminate the need to provide a formal debriefing, or it will enhance the formal debriefing.

D. At the Scene

If the Critical Incident called for “on scene” response, the Team Leader will call for assistance. All information should be gathered and quickly assessed for special needs.

Before a Team leaves, they should be briefed by the Team leader with as much information as possible about what they will be doing, and what they might experience. This may very well be a life-changing event for many responders, especially if they are entering an intense situation.

1. A Team leader will send a minimum of two CIRT members who will respond to an on-scene call.
2. Do not interfere with any official investigation that might be occurring. Stay on the outside perimeter of the scene. Introduce yourself and any other CIRT member and explain the Team’s purpose.
3. The following actions may be taken for the officer/employee:
   a. Offer an immediate break
   b. Have a friend or familiar person stay with the distressed individual
   c. Offer fluids, non-alcoholic and non-caffeinated
   d. Offer foods low in salt, sugar and fat
   e. Allow the person to talk about the experience
Policy B-19 Critical Response and Peer Support Team

E. Debriefing

**Purpose:** A structured group meeting that allows an open forum of discussion attending to emotions and other reactions. Debriefing eliminates rumors and provides employee educational information regarding the formal critical incident process and available resources. This is not considered therapy or psychological treatment. The Team would assist putting a traumatic situation into perspective, thereby reducing the impact and accelerating the positive recovery.

**Debriefing is not a replacement for the Employee Assistance Program.**

1. The CIRT Team members responding to a debriefing should, when possible, travel to the debriefing site together, and arrive at least 30 minutes in advance.

2. In preparation for the debriefing the CIRT Team:
   a. Reviews all the facts, rumors, and data concerning the incident
   b. Visits the site, if necessary
   c. Reviews any video, newspaper articles, reports, etc. about the incident
   d. Talks to the participants to become aware of any other facts about the incident not previously known
   e. Develops a strategy for the debriefing
   f. Establishes roles

F. Debriefing Process
The foundation of debriefing:

1. Introduction – explain purpose of debrief
2. Fact Phase – who, what, when, where
3. Reaction Phase – worst part/symptoms
4. Teaching Phase – resources for coping
5. Re-entry Phase – summary and where to go from here, date to check in again

Where: Any place that is large enough to accommodate the number of individuals to be debriefed, free from distraction and interruption, comfortable and preferably a circular arrangement. Telephones and pagers must be turned off.

When: The debriefing process achieves the best effects when it is offered 24 hours to 72 hours following a critical incident.

How long: There are many variables to take into consideration (i.e., travel time, location, activities, site evaluation, etc.).

G. Evaluation of CIRT Performance

There are three phases to Debriefing performance: Review, Respond, and Remind.

The Review phase is essentially a combination of the Introduction/Fact/Thought phase of the Debriefing. During this phase, the leader can guide the discussion into teaching what made the debriefings go well or give examples of other ways to have handled some of the problems experienced. Mostly, you are to provide positive feedback, validate reactions to the experience and provide guidance on handling their reactions.

The Respond phase is a condensation of the Reaction/Symptom phase and works to elicit comments on the self-perception of the Team members. The following types of questions seem to work well:

1. What did we do right?
2. What can we do different?
3. How has this experience affected you?
4. What is the hardest part of this experience for you?

The leader guides the group discussions of the member’s self-impressions. If the person is blaming him/herself or is worried they did something really wrong, it will surface during this phase. What usually follows is reassurance by other Team members that no major errors occurred. The Team leader and Team members reassure each other.
This is the perfect time to teach new techniques or reinforce the positive manner in which the Team responded.

The **Remind** phase correlates to the Teaching/Re-entry phase. This serves to help the Team remember to do the same sort of things that we encourage debriefers to do.

1. Is there any follow up to be done?
2. What are you going to do to take care of yourself in the next 24-48 hours?
3. What will it take for you to eventually “let go” of this experience?

**H. Wellness of Team Members**

The well-being of Team Members is critical.

It is recommended that a Mental Health Provider facilitate the Review, Respond and Remind Phases following the incident to minimize the effects of the critical incident for your Team Members. It will help them to recover as quickly as they can and prevent them from having long term effects.

Support activities could include:

1. Follow-up phone calls to provide private processing time for each Team member
2. Journaling or reporting about lessons learned
3. Other opportunities to talk with one another about their experiences in a structured way
4. An opportunity for the debriefing Team to report to others about their experience and what they learned through the debriefing
Resources:

Probation Department Employee Relations:
Michelle Kuka - Employee Relations Analyst
(650) 363-4339
mkuka@co.sanmateo.ca.us

Employee Relations:
Nicole McKay - Employee Relations Manager
(650) 363-4331
nmckay@co.sanmateo.ca.us 455
County Center, Fifth Floor
Redwood City, CA 94063-1663
Phone: (650) 363-4343
Fax: (650) 363-4219
TDD: (650) 368-7807

County Counsel:
Kathryn Meola
(650) 363-4647

San Mateo County Probation Department Payroll/Personnel:
Linda Gorman
(650) 312-8896
lgorman@co.sanmateo.ca.us

Employee Benefits:
Benefits Manager: Peter Bassett
(650) 599-4393
PBassett@co.sanmateo.ca.us
Health carrier invoices, life insurance: (650) 363-4157
Retirement: (650) 363-4821
COBRA insurance, Leave of Absences, VTO, Catastrophic leave: (650) 363-4667
Risk Management: (650) 363-4612
MHN (Employee Assistance Program) (800) 826-4690

Policy B-19 Critical Response and Peer Support Team
APPENDIX A

Effects of Critical Incidents

Posttraumatic stress is a term used to describe reactions after a critical incident. It is important to note that these reactions are a normal reaction to an abnormal situation. The reactions may come in many forms: physical, emotional, behavioral and/or cognitive. These symptoms may appear immediately, a few hours later or within days of the incident. The more symptoms that are experienced, the more powerful the stress reaction will be. The longer the symptoms persist, the more potential there is for lasting harm.

**Cognitive:**
- Intrusive recollections
- Debilitating flashbacks
- Repeated visions of the incident
- Nightmares
- Slowed thinking
- Difficulty making decisions and problem solving
- Disorientation
- Inability to concentrate and memory lapses
- Avoidance of events that may arouse recollections of the trauma
- Difficulty with calculations

**Physical:**
- Rapid Speech
- Exaggerated startle response
- Headaches
- Stomachaches
- Digestive problems
- Changes in bowel or menstrual cycle
- Muscle aches
- Sleep disturbance
- Changes in appetite
- Decrease interest in sexual activity
- Chest pain and difficulty breathing
- Elevated blood pressure

**Emotional:**
- Denial
- Feelings of anxiety, emotional shock
- Irritability
- Depression
- Guilt
- Fear
- Feeling lost and unappreciated
- Feelings of insanity/loss of control
- Withdrawal
- Compulsive behavior (excessive washing/housecleaning)
- Anger
- Sexual difficulties
- Grief

**Behavioral:**
- Excessive silence
- Sleep disturbance
- Unusual behavior
- Change of eating habits
- Withdrawal from contact
- Change in work habits
- Drug and/or alcohol abuse
APPENDIX B

Healthy Coping Strategies for Critical Incidents

Have an adaptive attitude.
Give yourself permission to feel whatever you are experiencing. Emotions are a normal reaction to an abnormal situation.

Talk it out. Clarify your feelings.

Deal with the anger you feel. Acknowledge you are angry. At who? Why? What are you doing with the anger? What is it doing to you?

Don’t blame yourself.

Don’t second guess the event. Acknowledge and understand your perceptions before and during the event that led to your actions. Understand what you did and why. Differentiate what you knew and what was impossible to know.

Put fear in the proper perspective. Fear is an automatic response to danger, not a sign of weakness.

Understanding fear will allow one to exercise caution, increase alertness and mobilize strength.

Pay attention to diet and nutrition, make sure you eat properly and healthy.

Physical exercise is a great help to dissipating the chemicals released during trauma and helps to restore the body. It is a great way to release anger and aggression.

Avoid alcohol and non-essential drugs. They enhance feelings of depression guilt, anxiety, aggression and anger.

Reach out to family members, friends, coworkers, your spiritual guide, etc.

Policy Date: December 2, 2003
B. PERSONNEL

20. Investigating Allegations of Employee Criminal Misconduct

Process Regarding Allegations of Probation Department Employee Misconduct

In the event that the Probation Department or other County Departments receive information regarding allegations of employee misconduct the following process will be implemented. This process will be conducted consistent with the County Manager’s memo on Allegations of Employee Misconduct (June 30, 1997) and Employee Relations Bulletins 96-1 and 99-1 (copies attached).

1. After receiving such an allegation, the Probation Department will call a meeting which will include the Chief Probation Officer, the Assistant Chief Probation Officer or their designee, Employee and Public Services (EPS), the District Attorney’s Office, and County Counsel’s Office. The purpose of this meeting is to assess the allegation and to determine whether or not a criminal investigation should be commenced or whether the investigation should be administrative.

   a. If it is determined that a criminal investigation is appropriate, the District Attorney’s Office will decide who should investigate (their office, the Sheriff’s Office or another investigative/law enforcement agency).

   b. If it is determined that a criminal investigation is not warranted, the Probation Department, Employee and Public Services Department and County Counsel will meet to plan the investigation. If the Chief Probation Officer determines that it would be in the best interest of the Probation Department to have an outside agency perform the administrative investigation, the Department will consult with EPS regarding such an “outside” investigation.

   c. Also, at this initial meeting, it will be determined if the employee in question will be assigned to work at home or at another location, or will continue working in his/her current assignment/location.

2. Throughout such an investigative process, be it criminal or administrative, it is incumbent upon the Probation Department and all related agencies to treat the investigation/s with a high degree of confidentiality as they would any significant personnel action.

Policy B-20 Investigating Allegations of Employee Criminal Misconduct
At the conclusion of an administrative investigation, the Probation Department will advise the employee in question of the Department’s determinations, including any disciplinary or corrective action.
I. INVESTIGATIONS OF POSSIBLE DISCIPLINARY MATTERS

After being notified of, or receiving a complaint, or encountering/observing behavior, the assigned supervisor is responsible for initiating an investigation. The Divisional Directors serve as advisors to the supervisors in determining the scope of the investigation, assisting in the reprimand process, and helping decide the type of action to be taken.

The investigation should include:

A. Speaking to all involved or affected parties (including employee who is the subject of the complaint)
B. Speaking to witnesses
C. Documenting contacts and obtaining written statements when appropriate

If the severity of the complaint or alleged misconduct is such that if verified, may result in disciplinary action, the matter will be referred to the Director of Internal Affairs for review. If it is determined an investigation is warranted, the employee will receive a Notice of Interview with the alleged violations of Departmental and County policies, in accordance with the Peace Officer Bill of Rights (POBAR).

If conduct may result in dismissal, demotion, suspension, or reduction of salary, the Skelly Process applies. In addition, if the conduct involves allegations of criminal conduct, there are separate county procedures listed in the Administrative Manual (B. Personnel, 20. Investigating Allegations of Employee Criminal Misconduct).

II. OPTIONS WHEN ADDRESSING MISCONDUCT

A. Informal Verbal Warnings

Verbal warnings do not involve any documentation of the discussion and provide no paper trail on which a manager may rely when completing an evaluation or escalating discipline trail. Supervisors should use this when they believe staff will adjust behavior/performance without further follow up. It should not be used when staff has or is likely to deny that they were told / warned about issue, or when staff has a
negative attitude about making corrective adjustments. Part of informal discussion can be to develop a plan to address the issue.

B. Personnel File Notes

In order to meet the POBOR requirement that any written adverse comment, negative criticism, or fault must be seen, signed, and a copy provided to an employee, we have created a form that will be easy to use. While any employee has the right to see their personnel file, it is mandatory that we notify and show them any documentation that might be construed as negative. Personnel File Notes can be used to document verbal counseling, and to document behavior (i.e., late report submitted, failed to do something). These notes are purged after one year or upon completion of the annual evaluation process.

C. Letters of Counseling/Warning

Letters of Counseling/Warning are not to be considered as discipline; consequently they cannot receive any administrative appeal. Supervisors are encouraged to resolve issues of performance or behavior at the lowest level when appropriate and reasonable. They are to be used when the manager:

1. Wants to document a problem without formal discipline
2. Notes that supervisor and employee have discussed the issue
3. Notes the specific conduct (may need to use soft language; “It was the perception that…”)
4. Notes the Department expectations for the staff;
5. Includes a clause indicating possible punitive action should conduct continue (Letter of Warning only)
6. Notes a proposed remedy/solution
7. Notes that he/she is available to assist staff and support staff in making desired changes
8. Includes any mandated trainings or activities required of employee to improve the situation may include referral to EAP as resource

D. Written Reprimands: 1st Step of Discipline

Written reprimands are the first step of formal discipline. When deciding upon the level of discipline, the manager should consider:

- The severity of the behavior or conduct
- Whether the issue is technical in nature and may be resolved through training
- Whether discipline is required to correct the problem

Additionally, the manager should consider:
- The employee’s attitude and their expressions of remorse and regret
• Whether the employee accepts responsibility
• The likelihood that conduct will be repeated

Serious or egregious behavior may warrant a Letter of Reprimand without prior use of a Letter of Counseling/Warning.

Letters of Reprimand:
  a. Notes dates and specific problematic behavior
  b. Notes factual/relevant account of incident (based on investigation), including any directive given by manager
  c. Does not include names of witnesses and statements by witnesses (this can be disclosed/discussed during the meeting/interview with the employee)
  d. Notes violation or failure to follow specific expectation
  e. Includes clause indicating possible punitive action should conduct continue
  f. Will include referral to EAP as resource

Employees have 30 days to respond in writing to any Personal File Note, Counseling Memo, Letter of Warning or Letter of Reprimand. Employee’s written responses shall be attached to the aforementioned documents.

III. ADMINISTRATIVE APPEAL PROCESS FOR SWORN STAFF

When an investigation results in findings that the allegations are sustained and the appropriate level of disciplinary action is determined to be a Letter of Reprimand, the reprimanded employee is entitled to an administrative appeal should they request one.

The reprimanded employee will be served a Notice of Intent to Discipline which will also outline opportunity and timeline to request an administrative appeal under Government Code Section 3304. The employee will receive a complete copy of the administrative investigation. The administrative appeal will consist of a meeting with an assigned Deputy Chief where the reprimanded employee and/or their representative will be able to present their position and any evidence they may have relevant to the disciplinary action. In lieu of a meeting the employee may respond in writing. After the meeting is held, a final decision is made by the Deputy Chief hearing the administrative appeal and the employee will be issued a Notice of Decision Letter. This Notice of Decision Letter will designate the level of discipline to be imposed.

If an employee is issued a Notice of Decision Letter issuing a Letter of Reprimand, a copy of the Letter of Reprimand will be placed in the employee’s personnel file. The reprimanded employee may respond in writing to this letter. Should they choose to do so, that response will be made a part of the Civil Service and Departmental files.

Policy Date: December 2, 2003
Revised Date: March 1, 2005
Revised Date: July 13, 2013
Revised: September 15, 2015

Policy B-21, Investigations of Possible Disciplinary Matters (Revised September 15, 2015)
B. PERSONNEL

22. Standards of Conduct

A. PURPOSE

A. It is the purpose of this policy to provide additional specificity to the standards of conduct embodied in this agency’s statement of values so that employees of this agency will better understand the prohibitions and limitations pertaining to their conduct and activities while on and off duty. The rules of conduct set forth in this policy are not intended to serve as an exhaustive treatment of requirements, limitations, or prohibitions on officer conduct and activities established by this agency. Rather, they are intended to:

i. Alert employees to some of the more sensitive and often problematic matters involved in employee conduct and ethics

ii. Specify, where possible, actions and inactions that are contrary to and that conflict with duties and responsibilities of probation department employees

iii. Guide employees in conducting themselves and their affairs in a manner that reflects the standards of behavior and professionalism required of public safety agency employees. Additional guidance on matters of conduct is provided by specific policies, procedures, and directives disseminated by this agency and from employees’ immediate supervisors and management

B. POLICY

Actions by employees that are inconsistent, incompatible or in conflict with the values of this agency do negatively affect its reputation and that of its employees. Such actions or inactions thereby detract from the agency’s overall ability to effectively and efficiently serve our clients, protect the public, and pursue our departmental mission. Therefore, it is the policy of this agency that employees conduct themselves at all times in a manner that reflects the ethical standards consistent with the rules contained in this policy and otherwise disseminated by this agency.
C. DEFINITION

Accountability: In the context of this policy, accountability means the duty of all employees to truthfully acknowledge and explain their actions and decisions when directed to do so by an authorized member of this agency without deception or subterfuge.

A. General Conduct

1. Obedience to Laws, Regulations, and Orders
   a. Employees shall not violate any law or any agency policy, rule, or procedure.
   b. Employees shall obey all lawful directives.

B. Conduct Unbecoming an Officer

1. Employee shall not engage in any conduct or activities on- or off-duty that reflect discredit on the employee, tend to bring this agency into disrepute, or impair its efficient and effective operation.

C. Accountability, Responsibility, and Discipline

1. Employees are directly accountable for their actions through the chain of command, to this agency’s Chief Probation Officer.

2. Employees shall cooperate fully in any internal administrative investigation conducted by this or other authorized agency and shall provide complete and accurate information in regard to any issue under investigation in conformance with the Peace Officer Bill of Rights.

3. Employees shall be accurate, complete, and truthful in all matters.

4. Employees shall accept responsibility for their actions without attempting to conceal, divert, or mitigate their true culpability nor shall they engage in efforts to thwart, influence, or interfere with an administrative or criminal investigation.

5. Peace Officer Staff

Sworn staff who are arrested, cited for any offense other than a vehicle code infraction or have had law enforcement contact relative to a criminal offense or any act that may result in a criminal investigation or criminal prosecution must report this matter to a Divisional Deputy Chief, or his/her designee, as soon as possible or the next business day, whichever is sooner.
6. Non-Sworn Staff

Any non-sworn County employee who is convicted of a felony or misdemeanor must report such conviction to the Employee Relations Division of the Human Resources Department within seventy-two hours to the conviction. A conviction will not necessarily result in dismissal. Each conviction will be reviewed/investigated to determine if it is substantially related to the responsibilities of the job prior to making a determination about potential action. Failure to report a conviction within seventy-two hours of the conviction may result in disciplinary action up to, and including dismissal absent an explanation of the failure to report which is satisfactory to the appointing authority.

D. Conduct toward Fellow Employees

1. Employees shall conduct themselves in a manner that will foster cooperation among members of this agency, showing respect, courtesy, and professionalism in their dealings with one another.

2. Employees shall not use language or engage in actions that demean, harass, or intimidate another person. (Employees should refer to San Mateo County policies on “Harassment and Discrimination in the Workplace” as well as the Memorandum of Understanding between PDA and the Probation Department for additional information on this subject).

E. Conduct toward the Public

1. Employees shall conduct themselves toward the public in a civil and professional manner that connotes a service orientation and that will foster public respect and cooperation.

2. Employees shall treat clients with respect and courtesy, guard against employing an officious or overbearing attitude or language that may belittle, ridicule, or intimidate the individual, or act in a manner that unnecessarily delays the performance of their duty.

3. While recognizing the need to demonstrate authority and control over probation and pre-trial clients and juvenile detainees, employees shall adhere to this agency’s use-of-force policy and shall observe the civil rights and protect the well-being of those in their charge.

F. Use of Medications and Alcohol

Policy B-22 Standards of Conduct (Revised: June 25, 2014)
1. Employees shall not consume any intoxicating beverage while on duty.

2. No alcoholic beverage shall be served or consumed on probation department premises or in vehicles owned by this jurisdiction.

3. An officer shall not be under the influence of alcohol or illegal drugs in a public place when on duty.

4. No officer shall report for duty with the odor of alcoholic beverage on his or her breath.

5. No officer shall report to work or be on duty as a peace officer when his or her judgment or physical condition has been impaired by alcohol, medication, or other substances.

6. Employees must report the use of any substance, prior to reporting for duty that may impair their ability to perform their assigned function.

G. Use of Tobacco Products

While on duty, a probation officer shall not use a tobacco product unless in a designated area and not while that officer is conducting probation business. Additionally, employees are not permitted to use tobacco products in a vehicle owned or maintained by this agency.

H. Abuse of Peace Officer Powers or Position

1. Employees shall report any unsolicited gifts, gratuities or other items of value that they receive and shall provide a full report of the circumstances of their receipt if directed.

2. Employees shall not use their authority or position:
   
   a. for granting privileges or favors not otherwise available to them or others except as a private citizen;

   b. to avoid the consequences of illegal acts for themselves or for others;

   c. to barter, solicit, or accept any goods or services (to include gratuities, gifts, discounts, rewards, loans, or fees) whether for the officer or for another.

3. Employees shall not purchase, convert to their own use, or have any claim to any found, impounded, abandoned, or recovered property, or any property held or released as evidence.
4. Employees shall not solicit or accept contributions for this agency or for any other agency, organization, event or cause without the express consent of the Chief Probation Officer or their designee.

5. Employees are prohibited from using information gained through their position as a peace officer to advance financial or other private interests of themselves or others.

6. Employees who institute or reasonably expect to benefit from any civil action that arises from acts performed under color of authority shall inform their Divisional Deputy Chief, or their designee.

I. Off-Duty Probation Action

Employees shall not use their peace officer powers to resolve personal grievances (e.g., those involving the officer, family members, relatives or friends) except under circumstances that would justify the use of self-defense or actions to prevent injury to another person. In all other cases, employees shall summon on-duty police personnel in cases where there is personal involvement that would reasonably require peace officer intervention.

J. Prohibited Associations and Establishments

1. Sworn staff shall not commence social relations with the spouse, immediate family member, or romantic companion of persons in the custody or under supervision of this department.

2. Employees shall not knowingly commence or maintain a relationship with any person who is under criminal investigation, indictment, arrest, or incarceration by this or another criminal justice agency, and/or who has an open and notorious criminal reputation in the community or is associated with any criminal gang. When unavoidable due to familial relationships, the employee must report this relationship to a Divisional Deputy Chief as soon as is reasonably possible.

3. Except in the performance of official duties, employees shall not knowingly enter any establishment in which the law of that jurisdiction is regularly violated.

4. Employees shall not knowingly join or participate in any organization that advocates, incites or supports criminal acts or criminal conspiracies.

K. Public Statements, Appearances, and Endorsements.

1. Employees shall not, under color of authority:
   
   a. make any public statement that could be reasonably interpreted as having an adverse effect upon department morale, discipline, operation of the agency, or perception of the public;
b. divulge or willfully permit to have divulged, any information gained by reason of their positions, for anything other than its official, authorized purpose; or, unless expressly authorized, make any statements, speeches, or appearances that could reasonably be considered to represent the views of this agency.

c. make a statement in any court case, not assigned to them, that references their job title and/or affiliation with the Probation Department, without prior approval of the Chief or Deputy Chief because this potentially interferes with the Department’s role of neutrality or objectivity.

L. Political Activity

Employees shall be guided by state law and San Mateo County Policy regarding their participation and involvement in political activities. Where state law is silent on this issue, employees shall be guided by the following examples of political activities prohibited during working hours, or while otherwise serving as a representative of this agency:

1. Engaging in any political activity;
2. Placing or affixing any campaign literature on city/county-owned property;
3. Soliciting political funds from any member of this agency or another governmental agency of this jurisdiction;
4. Soliciting contributions, signatures, or other forms of support for political candidates, parties or ballot measures on property owned by this jurisdiction;
5. Using official authority to interfere with any political actions of other employees or the general public;
6. Favoring or discriminating against any person seeking employment because of political opinions or affiliations;
7. Participating in any type of political activity during working hours.

M. Expectations of Privacy

1. Employees shall not store personal information or belongings with an expectation of personal privacy in such places as lockers, desks, departmentally owned vehicles, file cabinets, computers, or similar areas that are under the control and management of the San Mateo County Probation Department. While this agency recognizes the need for employees to occasionally store personal items in such areas, employees should be aware that these and similar places may be inspected or otherwise entered to meet operational needs, internal investigatory requirements, or for other reasons at the direction of the Chief Probation Officer or their designee.

Policy B-22 Standards of Conduct (Revised: June 25, 2014)
B. PERSONNEL

23. Use of Alcohol, Tobacco Products, Marijuana and Medications

The Purpose of this policy is to establish clear guidelines regarding the use of alcohol, tobacco products, marijuana and other medications.

I. Alcohol

Employees shall not consume any intoxicating beverage while on duty and no employee shall report to work, or be on duty when his/her judgment or physical condition is impaired by alcohol. No alcoholic beverages are to or served on Probation Department premises or consumed in County owned vehicles. No employee shall be under the influence of alcohol when operating a County owned vehicle.

II. Tobacco Products

While on duty, employees shall not use a tobacco product unless they are in a designated area and not while on duty conducting probation business. Additionally, employees are not permitted to use any tobacco products in any county vehicle.

III. Marijuana

Under California Health and Safety (H&S) Code Section 11362.1 persons 21 years of age and older may legally possess, purchase, plant, cultivate, smoke and ingest marijuana; however, federal law still prohibits the use, possession and cultivation of marijuana. Section 11364.45(f) H&S provides that “Nothing in Section 11364.1 shall be construed or interpreted to amend, repeal, affect, restrict or preempt: (f) The rights and obligations of public and private employers to maintain a drug and alcohol free workplace or require an employer to permit or accommodate the use, consumption, possession, transfer, display, transportation, sale, or growth of marijuana in the workplace or affect the ability of employers to have policies prohibiting the use of marijuana by employees and prospective employees, or prevent employers from complying with state or federal laws”. Therefore, in compliance with federal law, the use or possession of marijuana by Department employees is prohibited.

IV. Medications

Employees should avoid taking any medications that will impair their ability to competently and safely perform their duties. Employees who are medically required, or have a need to take such medications, shall report the need to their direct supervisor and/or Division Director prior to...
reporting for duty. Employees shall not be permitted to operate a County owned vehicle while taking any medication that has the potential to impair his/her abilities without a written release from a physician.

V. Employee Assistance and Confidentiality

The Employee Assistance Program (EAP), administered by CONCERN, offers free and confidential services to assist employees seeking help for substance abuse problems. Employees struggling with substance abuse issues are encouraged to avail themselves to those services and contact EAP at 800-344-4222. All documents generated by EAP are considered confidential and are maintained separately from an employee’s personnel file. Disclosure of any information relating to substance abuse treatment, except on a need to know basis, shall only be with the express written consent of the employee involved or pursuant to lawful process.

Policy Date: February 2017
C. TRAINING, EDUCATION AND TRAVEL

1. General Policy, Authority and Definitions

I. GENERAL POLICY

It is Department policy to encourage and support staff training and professional development. The ability to provide this training is dependent on budget allocations from federal, state, or local sources. The intent of this policy is to ensure that all employees receive whatever training is determined necessary to assure levels of competency appropriate to their assigned responsibilities and for career enhancement.

II. AUTHORITY

California Penal Code

Section 832 Arrest Training
Section 6030 Local Detention Facilities Standards
Section 6030c Fire Training
Section 6035 S.T.C. Training Standards

California Welfare & Institutions Code

Section 210 Juvenile Hall Standards

California Administrative Code

Title 15 Standards and Training of Local Corrections and Probation Officers
Section 1020 First Aid and C.P.R.

Board of Corrections Policy and Procedures Manual for Participating Departments

Board of Corrections Policies & Procedures for Training Providers

C – 1 General Policy, Authority and Definitions
San Mateo County Ordinance

Section 2131 et. seq. Travel Expenses
Section 2232.2(h) Educational Leave of Absence with Pay
Section 2233 Tuition Reimbursement

San Mateo County Board of Supervisors Resolution

No. 44346 Authorization S.T.C. Training

San Mateo County Administrative Memorandum

No. A-4 Overnight Travel Procedures
No. E-8 Administrative (Educational) Leave

San Mateo County Probation Department

C - 10 Expense Account Policy

III. DEFINITIONS

S.T.C. Standards and Training of Local Corrections and Probation Officers; all STC regulations

IV. TYPES OF PROGRAMS

Training Course Specialized or refresher training which develops or enhances job-related skills
Conference A formal meeting of a number of people from different agencies and/or disciplines for discussion or consultation

V. S.T.C. POSITIONS

Administrator Chief Probation Officer, Assistant Chief Probation Officer
Manager Deputy Chiefs, Directors, Institutional Services Managers
Supervisor SPO I, Group Supervisor III
Deputy Probation Officer DPO III, II, I,
Group Supervisor GS II, I and GS I PPT

Policy Date: July 21, 1997
Revised: December 6, 2000
C.  TRAINING, EDUCATION AND TRAVEL

2. Responsibilities-Standards and Training in Correction (STC), Departmental/County and Other Non-STC Program Enrollment

I. RESPONSIBILITIES

A. All STC-eligible staff must meet minimum STC Training requirements each fiscal year. All staff must participate in courses required by the County, Department regulations and the law. Individual staff members, supervisors, managers and administrators are responsible for seeing that they and their staff receive the minimum number of hours/courses as required by policy, law, or individual need, which will improve work skills and promote professional development.

B. Administrators, all managers and all supervisors are responsible for developing training needs with staff under their immediate supervision. At the beginning of each training year, supervisors are expected to meet with each staff member to formulate an individual annual training plan. Training to be received will be determined by skills needed, performance development, interest of the trainee, funds available and STC requirements. The plan will take into consideration any divisional or departmental training focus for the specific training year. Supervisors are also expected to ensure staff meets minimum department standards for training in perishable skill areas (CPR/first aid, defensive tactics, etc.)

C. The Training Unit is responsible for coordinating all training, development of training courses as directed by senior management staff, announcing training courses, maintaining attendance rosters as required by STC, consulting with staff as needed, and development of training needs assessments to assist supervisors and management in developing a yearly training plan for staff. The Training Unit will regularly report on the status of training requirements via monthly reports to all managers.
D. Attendance at training courses which require overnight travel must be approved through the chain of command in accordance with Training, Education and Travel policy C – 4.

E. Staff must make every effort to fully participate in their training and do so in a manner that is consistent with a high level of professionalism and courtesy for others. Staff must make every effort to arrive and return to class on time. Behavior such as reading in class, cell phone use or texting during training, carrying on side conversations or responding to instructors in a disrespectful manner is unacceptable and such behavior could result in disciplinary action.

Policy Date: July 21, 1997
Revised: May 18, 1998
Last Revised: March 12, 2009
C. TRAINING, EDUCATION AND TRAVEL

3. Procedures for STC Course Enrollment

I. The Training Unit will make known to all STC-eligible staff STC approved courses by providing an annual STC training catalog to all supervisors.

II. The STC Course Registration Individual Training Plan (ITP) is completed by trainee, and supervisor approves and forwards a completed ITP to the Training Unit.

III. The training unit will enroll trainees in the trainee’s selected STC courses. The training unit will provide an ITP Confirmation notice to the supervisors of the trainee. The training unit will provide to supervisors further information, changes, class cancellations, class full, etc. by Training Memos.

IV. Trainees wishing to make changes in their ITP must submit an Unable to Attend Add/Delete form, signed by the trainee and supervisor, to the training unit two weeks prior to the date of any course date they desire to add or delete from their training schedule.

V. Once enrolled, trainees are expected to attend courses as contained on their ITP Confirmation. Absences from courses, once enrolled, without submitting an Unable to Attend form will be considered a “no show.” Supervisors and DCPOs will receive “no show” lists from the training unit.
C. TRAINING, EDUCATION AND TRAVEL

4. Procedure for Departmental/County and Non-STC Program Enrollment

I. County Training Courses

A. All staff will receive information related to course offerings via the Learning Management System (LMS). Training and Development Guides distributed by Human Resources will outline training opportunities available to staff.

B. Requests to attend county training courses will require employees to log into the LMS system and register for the course online. Request for course approval will be sent via LMS generated e-mail to the immediate supervisor.

C. Staff is required to withdraw from a county training course (via the LMS system) a minimum of 24 hours prior to the class date or the department will be charged a “no show” fee.

D. Password resets for LMS are performed by the Training Unit staff.

II. Conferences and Other Training

A. Requests to attend training/conferences are made through the chain of command and must be approved by the DCPO prior to the course date. Copies of training/conference material, dates, time, expected expenses and reason for attendance must be included with the request. After appropriate approval, staff selected to attend will be notified by each Division. The Training Unit will coordinate registration, if necessary. Staff will arrange for hotel and travel accommodations and notify the Training Unit to secure necessary payment.
Note: To obtain STC credit for training conferences or seminars, staff must submit conference/seminar brochure information to the Training Unit at least three weeks prior to the training date.

III. Administrative Approval Process for Training and Conferences

A. To effectively utilize the departmental training budget, the following guidelines will be used to evaluate training and conference requests. Emphasis will be to provide the most cost-effective, job-relevant training available. Individual training with a total cost under $150 dollars can be approved by the Divisional Deputy Chief.

B. Specialized trainings that cost more than $150 for groups or individuals will be evaluated in terms of practical relevance to San Mateo County, location of the training, and the overall cost per person.

C. Senior Managers will work with each other, the Directors and PSMs to answer these questions prior to submitting a request:

1. Does this training address the growth areas of the requesting employee?
2. How will this training benefit the employee and the Department?
3. Will this individual be able to train others with the information gained?
4. Can the training be brought back as an STC course for other staff?
5. Is this person/these people the best choice to send to this particular training? (Consider career path and succession planning.)
6. Is this class important enough to be established as an STC class here rather than sending a few employees away?

D. Senior Managers will present the training course information and make a recommendation at the Senior Management Meeting. The request may be put out to the Senior Management Team via e-mail, if time is an issue.

E. The approval decision will be made by the Senior Management Team and communicated to the requesting employee and the Training Unit.

Policy Date: July 21, 1997
Revised: May 18, 1998
Last Revised: March 19, 2009
C. TRAINING, EDUCATION AND TRAVEL

5. Tuition Reimbursement

I. Funds have been allocated in the County budget to reimburse employees for tuition and fees for classes taken after work hours.

II. The course should be related to present or future work assignments and enhance the employee's work performance or value to the County. Courses taken for a college undergraduate degree will be evaluated individually.

III. To obtain tuition reimbursement forms

A. Contact your division’s administrative secretary.

B. The employee must submit an application and have it approved before the course begins.

C. The employee’s Deputy Chief or Deputy Director recommends approval or disapproval and forwards the request to Human Resources for review.

Specific information related to tuition reimbursement can be located on the Human Resources website http://www.co.sanmateo.ca.us/portal/site/HR under Training and Development.

Policy Date: July 21, 1997
C. TRAINING, EDUCATION AND TRAVEL

6. Procedure Regarding Tuition Reimbursement

PROCEDURE REGARDING TUITION REIMBURSEMENT

I. To apply:

• Fill out a Request for Tuition Reimbursement form available from the employee’s Deputy Chief’s or Deputy Director’s secretary

• Enter the actual cost of the tuition, even if it exceeds the maximum allowed (allowable portion only will be reimbursed) in the proper place on the form

• Attach a copy of the Course/Seminar/Conference description

• Obtain your Supervisor’s signature

• Return completed Request for Tuition Reimbursement form to Deputy Chief’s or Deputy Director’s secretary

NOTE: One or more requests can be made at once. For each class or training program that a request is being made, a "Tuition Reimbursement" form must be completed. A copy of the printed course outline from college catalogs, etc., or a brochure which has information on the course must be attached.

II. Requests will be submitted to the Deputy Chief or Deputy Director for approval and, if approved, forwarded to Employee and Public Services for final approval.

III. Only the actual expenses of tuition and fees are allowable. Upon completion of the course, the employee submits the approved request for reimbursement form along with a copy of the grade or a Certificate of Completion and a receipt or canceled check showing the amount paid to the Deputy Chief’s or Deputy Director’s secretary. The secretary will prepare a claim form.
IV. Date and sign the claim form and send to Employee and Public Services for processing.

Policy Date: July 21, 1997
C. TRAINING, EDUCATION AND TRAVEL

7. Educational Leave of Absence with Pay

EDUCATIONAL LEAVE OF ABSENCE WITH PAY

Staff must submit on prescribed form (Department Personnel Office has forms) a request to
Chief Probation Officer through the chain of command containing all information required
to evaluate the request. Please refer to San Mateo County Ordinance Code - Section
2232.2(h) for conditions under which such a leave may be granted.

Policy Date: July 21, 1997
C. TRAINING, EDUCATION AND TRAVEL

8. Procedure for Educational Leave of Absence with Pay

PROCEDURE - EDUCATIONAL LEAVE OF ABSENCE WITH PAY

One to five-day requests must be approved by immediate Supervisor, Director, Deputy Chief Probation Officer and Chief Probation Officer. “Recommendation for Educational Leave with Pay” must accompany request.

Six to 65 work days request: In addition to procedure noted above, the employee must complete “County Employee Agreement Relating to Educational Leave” (PD-76) and receive approval from Personnel Director.

Policy Date: July 21, 1997
C. TRAINING, EDUCATION AND TRAVEL

9. Record Keeping

RECORD KEEPING

Each supervisor will maintain a yearly record (fiscal year) of all training and conferences attended by staff under their immediate supervision. The Training Unit will maintain a permanent record of all training and conferences attended by staff. Information to be kept: name of attendee; name of course/conference; date(s); hours attended. The Training Unit will also maintain all records required by STC regulations.

Policy Date: July 21, 1997
C. TRAINING, EDUCATION AND TRAVEL

10. Travel and Per Diem Expense Policy (Including STC Training)

I. EXPENSE CLAIMS

A. Regular claims will be made on the County-approved Mileage & Expense Form. Claims will be directed through your supervisor or administrator to Fiscal Services.

B. STC Training and conference attendance shall be submitted through the Training Unit and then to Fiscal Services. Submit STC reimbursement requests on the County-approved Mileage & Expense Form. Under location put the city name and under purpose identify the training, e.g., “National Drug Court Conference.”

C. Required receipts shall be attached to all Mileage & Expense Form. Claims must be fully completed, with all appropriate employee identification, Pony number and odometer readings. Amounts should be totaled across and down. Claims must be signed by the Supervisor and, if STC training is applicable, by the Training Unit. Make sure you turn in both itemized receipt of your meal(s) as well as your credit card receipt/hotel room service charge for food. Tape all the itemized receipts in chronological order on letter sized paper. Note: 1) Mileage & Expense Form for time periods where more than 90 days has elapsed from the 1st day of event; and 2) Missing or No Receipts Approval Form for actual costs incurred must be approved by the Chief Probation Officer. However, actual cost(s) with no receipt(s) can only be reimbursed up to $24.99 per receipt or meal period.

D. Payment of expense claims generally takes approximately two to three weeks. This may vary depending on various circumstances outside the Department’s direct control. Inquiries regarding payment of claims should be directed to Fiscal Services.

II. ADVANCE PAYMENTS FOR EXPENSES

A. Whenever an employee requires advance payment for authorized travel, such advance may be authorized by the Deputy Chief or the Training Unit. Advanced payment requests should be submitted to Fiscal Services no later than two weeks prior to travel with the request signed by the Deputy Chief or the Training Unit. Within five (5) days of return from such travel, the employee must submit an
itemized account, together with proper vouchers and all receipts of expenses, and shall pay the County of San Mateo by personal check for any unexpended monies remaining from the advance. Receipts for all expenditures, except mileage, are required when an advance has been made. Submit the statement on a Mileage & Expense Form, showing the cash advance at the bottom where indicated and attaching the check stub of the advance to the claim.

III. PRIVATELY OWNED AUTOMOBILES

A. All employees are encouraged to use the department maintained vehicle fleet that is available at all locations for the purpose of reducing costs associated with employee mileage reimbursement.

B. All Probation employees who submit a Mileage & Expense Form for a one month period more than $300.00 will require approval from their respective Division Director.

C. When personal vehicles are used to perform County business, the following actual and necessary expenses are reimbursable:

1. Reimbursements of motor vehicle costs (includes fuel, maintenance, repairs, insurance and depreciation) is based on the rate per mile established by County Ordinance.

2. Actual costs for parking and tolls. Receipts are required.

3. On meetings and conferences, mileage cost shall not be more than the cost of common carrier services where the distance required to be traveled is 200 miles or more (one way). For such events, the reimbursement for travel shall not exceed the cost of air travel regardless of the mode of transportation used. An exception to this requirement is made for business trips with multiple stops involved (for example, general placement home visits).

4. Pursuant to San Mateo County’s Driving Policy & Safe Drive Program, Section VI, Subsection G, Mileage Reimbursement Policy:

“Except where indicated below, the County does not reimburse employees for home to work and work to home travel. Any disputes concerning the interpretation or application of the mileage reimbursement policy shall be referred to the Human Resources Director whose decision shall be final.”

“Definition of Regular Work Location: The County facility (ies) or designated area(s) within the County where an employee reports when commencing his/her regularly assigned functions.”
“An employee is entitled to mileage reimbursement under the following conditions:

1. Once an employee arrives at his/her regular work location, any subsequent work related travels in the employee’s own vehicle shall be eligible for mileage reimbursement.”

“3. An employee who is required to travel from his/her residence to a location other than his/her regular work location shall be entitled to mileage reimbursement for all miles traveled less the normal mileage to or from his/her regular work location.”

“4. An employee who is required to engage in any work related travel at the conclusion of which the employee's work day will be completed shall be entitled to mileage reimbursement for all miles traveled less the normal mileage from the regular work location to his/her residence.”

5. In certain instances, volunteers may be entitled to mileage reimbursement when preauthorized by their Deputy Chief (see Appendix B).

6. Juvenile Justice and Delinquency Prevention Commission members and staff may receive mileage and expense reimbursement for meeting attendance and official duties, pursuant to County Ordinance Code Section 2612.

7. Other special duty or travel circumstances may provide for reimbursement allowances which may differ or be in addition to those set forth in this general policy (for example, when travel involves the official transportation of court wards). Employees should consult their Procedure Manuals or check with their supervisor when assigned to such activities.

IV. COUNTY-OWNED AUTOMOBILES

A. All County-owned vehicles shall be parked overnight and on weekends on County property except when circumstances would make it unreasonable to park on County property. County-owned vehicles while in use for County business may be used for personal reasons while traveling directly from the point of departure to a destination; however, any substantial deviation from such routes for personal reasons shall be deemed a violation of the ordinance. Due caution and prudence in the operation of a vehicle is expected. Off-street parking whenever reasonably possible, particularly at night, shall be used to minimize risk of damage. Any personal use not mentioned above is required to be reported on an annual basis to the Controller’s Office. This personal use will be calculated based on mileage used and reported as income on the annual W-2 Wage and Reporting form.
B. Actual costs for parking and tolls are reimbursable. Receipts are required.

C. When checking a car out, ensure that: fluid levels are adequate; the gas tank is full; tires are fully inflated; and seat belts are operative. Note: Fiscal Services no longer provides gasoline credit cards. Currently, only the Fiscal Unit, Placement Unit, and the Transportation have cards.

D. When driving either a County-owned or private vehicle on County business, you must drive safely and defensively at all times. Use of a seat belt and/or shoulder harness is mandatory. Use of a hands free device is mandatory when talking on a cell phone and any citations received for a violation of law is the responsibility of the driver.

E. Any mechanical or performance problems experienced when operating a County-owned vehicle must be reported to Public Works – Motor Pool (or Administrative Secretary) promptly. Drivers must complete an Accident/Incident Report Form and a police report if any vehicular accident occurs or damage is sustained when using a County-owned vehicle. The Accident/Incident Report form should be available in the vehicle glove compartment or can be obtained from the County Risk Management Division.

F. Moving violations or parking citations received by County employees while driving a County vehicle are the employee’s responsibility and should be reported to their direct supervisor and Fiscal Services because a notice of violation may be sent to Public Works – Motor Pool who will forward that to Administration. Also, violations related to employees driving through the FasTrak lane on the bridge and not paying the required toll is the responsibility of the employee including the penalty fee. If an employee has a personal FasTrak, they will deduct the toll from the employee and will waive the penalty fee if the employee adds the vehicle to their account. The employee can claim back for reimbursement only the actual toll and not the penalty fee via the monthly Expense Reimbursement Form.

V. OVERNIGHT TRAVEL – GENERAL

A. Overnight travel funded by County monies must be approved in advance.

B. State-funded STC overnight travel must be approved through the employee’s chain of command. If an employee needs to attend a State-funded STC training or conference beginning at 8am outside the 45-mile radius of the County, the employee can request overnight lodging for the night before the event.

VI. LODGING

Policy C-10, Travel and Per Diem Expense Policy (Revised May 18, 2016)
A. Actual and necessary expenses for lodging outside San Mateo County will be reimbursed. As a general rule, lodging will not be reimbursed within a 45-mile radius of San Mateo County.

B. Moderately-priced hotels or motels are to be used for overnight stays that do not involve a conference. When a conference is being attended, the hotel/motel designated for that purpose should be used. All efforts should be made to secure a government rate, if available. The General Services Administration (GSA) has published the maximum lodging rates (excluding taxes and fees) and the Meals and Incidental Expenses (M&IE) maximum rate. This publication is known as “CONUS” and is published on the Internet. The County Manager’s Office has sanctioned the use of these maximum rates.

C. Many jurisdictions exempt local government employees from paying transient occupancy taxes for hotel stays when they are traveling on business. This can be 10-12% of the room rate. Make sure to bring the Transient Occupancy Form and present it to the front desk when checking into the hotel to claim for exemption from transient occupancy tax at the hotel.

D. The Training Unit can secure advance payment for hotel expenses. Employees should contact the Training Unit for details.

VII. MEALS

A. Overnight Requirement:

Reimbursements will only be provided for meals incurred for self during business travel when all of the following criteria are satisfied:

1. The meal was purchased outside of the County
2. The cost of the meal was reasonable and not excessive
3. The travel required an overnight stay and the department approves the overnight stay

These restrictions are limited to meals incurred for self as a result of travel away from the home area and do not limit reimbursement for the actual costs of expenses reasonably incurred in the performance of official duties, such as business related meals outside the County. However, business related meals require Department Head approval (Refer to County Administrative Memo B-16).

**Example 1:** An employee is required to attend an all-day training workshop in Oakland. The employee purchases lunch during lunch break. Although the meal was purchased outside of the County, the meal is not reimbursable as there is no overnight stay requirement.

B. Meal Reimbursement Rates:
Travel meal reimbursement is for reasonable, actual costs including tax and tips, and shall not exceed the U.S. General Services Administration (GSA) Per Diem Rates (http://www.gsa.gov/portal/category/100120). Rates are set by fiscal year, effective October 1 each year. Be sure to choose the correct fiscal year. GSA website is based on the federal fiscal year October 1 – September 30. The breakdown of breakfast, lunch, and dinner is also specified by the GSA and cannot be combined. For multi-destination travel, the meal per diem rate used should correspond to traveler’s lodging location of the day.

Example 1: An employee is going to Sacramento for a three day conference from November 13 to November 15. The employee arrives in Sacramento on November 13, stays two nights, and leaves on November 15. If meals are not provided by the conference, meals purchased by self are reimbursable. Maximum meal reimbursement for all three days will be at the full day rate (current rate is $61 for Sacramento with $10 for breakfast, $15 for lunch, and $31 for dinner for October 1, 2013 through September 30, 2014).

Example 2: Multi-destination travel. An employee visits one client in Sacramento and buys lunch in Sacramento. After that, the employee heads to South Lake Tahoe on the same day to visit another client. The employee has dinner in South Lake Tahoe and stays overnight in South Lake Tahoe with the department’s approval. Meal reimbursement rate for South Lake Tahoe will be used for both lunch and dinner.

C. Incidental Expenses:

Incidental out of pocket expenses for baggage transfer, tips for hotel staff, car storage, and other usual and customary needs are reimbursable for actual cost up to the GSA per diem limit (currently at $5 per day).

D. A detailed itemized receipt showing the meal order is required to prove that there are no alcoholic beverages included in the claim as alcoholic beverages are not reimbursable expenses, although tips can be included if the cost does not exceed the maximum per diem amount.

Please note that the GSA website is only used for the sole purpose of determining the maximum reimbursement rate for travels. Other information on the GSA website only applies to Federal employees – not to County employees.

E. A receipt is required to reimburse staff for the actual cost of a meal/an expense incurred while attending training, conferences, and traveling on duty to locations outside San Mateo County. A detailed itemized receipt showing the order is required to prove that there are no alcoholic beverages included in the claim as alcoholic beverages are not reimbursable expenses, although tips can be included if the cost does not exceed the maximum per diem amount. If a receipt for a
meal/an expense is either lost or there is no receipt, the employee should complete the Missing or No Receipts Approval Form which should be signed by the Chief Probation Officer and attach to the monthly Mileage & Expense Form. However, actual cost(s) with no receipt(s) can only be reimbursed up to $24.99.

F. For those employees who have dietary restrictions, it is permissible to buy groceries to last for the time period of the conference, meeting or training. In that case, the grocery bill would need to be segregated by breakfast, lunch and dinner, ensuring that the receipt does not go over the set maximum per diem amount.

G. When authorized, if an employee attends a breakfast, luncheon and/or dinner at a convention, conference or meeting within or out of the County and is included in the program as a presenter or speaker, meal costs incurred are reimbursable.
VIII. AIR TRAVEL

A. For training and conference attendance, air travel arrangements will be made by the employee to accommodate airport location, personal schedule, etc. The employee can use the air travel vendor of their choice or the county-approved travel vendor, whichever is most cost effective. The Training Unit can arrange for payment through Fiscal Services via the County’s approved vendor billing or the cost may be placed on the monthly Mileage & Expense Form. Please contact the Training Unit for further information.

IX. CAR RENTAL

A. Employees authorized to rent a vehicle while traveling may use private companies to rent vehicles as long as the cost is less than or equal to the government rate.

B. The rental cars should be restricted to business trips requiring multiple stops. Rental cars are generally not to be used where a single location (such as a conference) is involved. Any exceptions must be authorized by the Deputy Chief.

C. Original receipts and documents must be submitted to the Training Unit if used for STC Training or to Fiscal Services for all other travel upon return via the monthly Mileage & Expense Form.

X. EDUCATIONAL/CONFERENCE FEES

A. These fees are paid through the Training Unit or Fiscal Services. Sufficient time must be allowed for fees to reach the provider if prepayment is required. A minimum of two weeks’ notice must be given to Fiscal Services with the completed registration form in order to ensure adequate time for the processing and mailing of the pre-payment. If claiming through the monthly Mileage & Expense Form, please submit receipts including proof of meeting attendance with copy of agenda to the Training Unit or Fiscal Services upon return when attending a conference.

B. If the expenses claimed on the monthly expense claim exceed the maximum allowable lines, a second Mileage & Expense Form must be submitted. The second Expense Form must include and are limited to the following:

   1. Claimant information including name, title, Pony # and month of reimbursement
   2. Date, Location, Purpose (CPPCA Conf.)
   3. Itemized daily expense (delete maximum reimbursement)
   4. Total due for all columns and lines added down and across
   5. Due Claimant Total due claimant from all pages
   6. Signature of employee and supervisor

Policy C-10, Travel and Per Diem Expense Policy (Revised May 18, 2016)
C. California Probation Parole Corrections Association (CPPCA) Annual Training Conference:

1. The annual CPPCA conference provides attendees an opportunity for 16 hours of STC certified training. On an annual basis, the Department will determine how many staff will be authorized to attend and make an appropriation for payment. All attendees are required to attend all available STC hours. Delegates must provide proof of meeting attendance with copy of agenda. Submit expense form to the Training Unit.
APPENDIX A

Applicable State and County Ordinances and Policies

SAN MATEO COUNTY ORDINANCES

Section 2731       Travel Expenses
Section 2133       Attendance at Authorized Luncheon or Dinner
Section 2134       Conventions, Conferences and Meetings
Section 2135       Claims for Expenses
Section 2136       Advance Payments for Expenses
Section 2612       Delinquency Prevention Commission - Expenses

ADMINISTRATIVE MEMORANDUM - COUNTY OF SAN MATEO

A-5        Expense Reimbursement Policy
B-10       Travel Expenses Financed by Others
B-12       Authorization to Host
B-16       County Travel Policy
D-5        Use of Cars for County Business
D-11       Travel Arrangements

PURCHASING DIVISION POLICY MANUAL

Section XX       Official Travel Agent Car Rentals

STC POLICIES AND PROCEDURES MANUAL

Section IX-M     Travel and Per Diem Costs
Section X-C     Fiscal Records

Policy C-10, Travel and Per Diem Expense Policy (Revised May 18, 2016)
APPENDIX B
Policy Statement Volunteer Mileage Reimbursement

On frequent occasions, a volunteer may only be able to contribute time to the Probation Department if cost of transportation to a work site is provided. Such requests for mileage reimbursement will be considered on an individual basis and be approved by memorandum requesting approval from the Deputy Chief involved to the Chief Probation Officer. If approved by the Chief Probation Officer, the authorizing memo will be given to Fiscal Services for payment of such claims. The rate of reimbursement will be the same as that provided to County employees for use of their personal car (not to exceed 30 miles daily) or the actual cost of transportation to the work site by common carrier. Monthly application for reimbursement will be on standard forms and approved by a first-line supervisor or higher. A Form W9 will need to be completed by the volunteer in order for payment to be made for transportation/mileage reimbursements.

Among other considerations, the volunteer should perform a specific volunteer function, work in excess of twenty (20) hours monthly and in work time blocks time of at least four hours at a work site.

Policy Effective: July 21, 1997
Revised:
October 10, 2006
October 29, 2009
March 27, 2012
December 5, 2013
June 17, 2014
May 18, 2016
C. TRAINING, EDUCATION AND TRAVEL

11. Training Opportunities for All Staff Covered by STC

TRAINING OPPORTUNITIES FOR ALL STAFF NOT COVERED BY STANDARDS & TRAINING FOR CORRECTIONS (S.T.C.)

You are all encouraged to be aware of training opportunities offered to you by the County, which are posted on all Department bulletin boards. Additionally, the County is willing to offer you opportunities for your career development or development of immediate job skills through a liberal tuition reimbursement program. Please feel free to discuss these programs with your immediate supervisor as they are only of value if they are understood and used. They are excellent ways to make your employment with the County an enjoyable and productive experience.

Our Department has supplemented these programs with a modest training budget. The fact that it exists in these financially difficult years is a clear indication of support for the value of training by the Board of Supervisors and our Department.

There are a few simple rules to follow on these training courses:

1. The course must be related to your position and your taking it must be to increase your skills in that position.
2. Your request to attend must be processed through the chain of command. If your request is denied, you may appeal the decision to the next level.
3. Your supervisor may suggest/direct that you take a course that is related to your work performance.
4. With very rare exceptions, $150.00 is the total course cost allowed.

As these training funds are limited, not all requests can be honored.

Policy Date: July 21, 1997

Policy C-11 Training Opportunities for All Staff Not Covered by STC (Revised: May 18, 1998)
C. TRAINING, EDUCATION AND TRAVEL

12. Mandated Training & Selection Guidelines – Extra Help Probation Officers

It is difficult to establish a firm set of guidelines. It is clear that some training should be mandated, e.g., sexual harassment, air/bloodborne pathogens and legal liability, while others need not, e.g., cultural diversity, legal update, etc. The emphasis should be on training that directly relates to either officer safety or legal liability, and is relevant to the specific assignment.

Arrest Powers (832 P.C.) training is required for former probation officer if there has been a three-year break in service as a Peace Officer.

The following are offered as guidelines in selection of extra-help Deputy Probation Officers:

1. Former service with this department
2. Reasonable amount of mandated and developmental training
3. Recent experience

Training extra-help should focus on County-mandated topics such as sexual harassment, officer safety, legal liability, and air/bloodborne pathogens.

Avoid placing extra-help probation officers in special or field assignments wherever possible.

Restrict the arrest powers of extra-help probation officers to one of a supportive role when a full-time officer makes an arrest, search, or seizes evidence.

Do not issue departmental badges to extra-help probation officers; instead, provide them with laminated departmental photo ID. These ID’s should be retained by each division in order to expedite the return of the extra-help employee.

Policy Date: July 21, 1997
C. PERSONNEL

13. Travel Arrangements for Out of County Training, Conferences or Events

I. RESPONSIBILITIES

It is the policy of the Probation Department that whenever possible, all travel on official business at County expense will be by the most economical means possible and in accordance with established policies and procedures. Should the cost to attend out of county events become prohibitive, the Chief Probation Officer or his designee shall make necessary adjustments to the number of staff approved to attend out of county events, modify travel arrangements or modify hotel accommodations as deemed necessary.

A. Requesting Approval to Attend Out of County Events

All staff wishing to attend out of county training, conferences or business events shall complete an Out of County Travel Request Form and forward the form to their supervisor for review and signature and to their Deputy Chief for review and signature. Completing an Out of County Travel Request Form does not guarantee approval to attend out of county events. Selection of attendees for out of county events will be made by Senior Management.

It is the expectation of the Probation Department that all staff attending out of county training events shall, upon their return, share information learned at the event with their unit, division and/or department.

B. Mode of Transportation

Air Travel - If air travel is required, a commercial air carrier may be used when available and in accordance with established policies and the County’s Vendor Agreement for transportation.

Automobile transportation – A county vehicle or private automobile may be authorized in lieu of air carrier for convenience or if it is determined that the overall cost of the trip is more economical by automobile than by air.

Reimbursement for automobile transportation shall not exceed the cost of an economy rate round trip airfare from San Mateo County to the airport nearest the meeting site and paid travel time will be based upon the air travel time, not actual driving time.
C. Travel Arrangements

1. **COUNTY PRE-PAY OPTION:**
   For events **30 days or more in advance**

   Staff wishing to attend out of county training, conferences or business events more than 30 days in advance shall complete an Out of County Travel Request Form if travel arrangements include any of the following: airline reservations, hotel accommodations, car rental, or registration for the meeting/conference.

   Staff shall make hotel accommodations at the government rate and attach a faxed verification from the hotel of the reservation and hotel rate to the Out of County Travel Request Form. The Out of County Travel Request Form and supporting documentation will be submitted to their supervisor and Deputy Chief for approval. The Deputy Chief will forward the request to the Training Unit no less than 30 days prior to the event.

   The Training Manager will present the event details to Senior Management for their review and approval. Staff will be promptly notified of the status of their request. If approved, the Training Unit will coordinate with designated staff to make necessary travel and registration arrangements. Appropriate paperwork will be forwarded to Accounting for prepayment processing within established policies and procedures. Copies of the Out of County Travel Request Form and supporting documentation will be kept in the Training Unit.

   When staff returns from an out of county event, s/he will submit travel expense sheets and all receipts to their supervisor for review and signature. The supervisor will forward the expense report, and all receipts, to the Training Unit (for STC events) or to Accounting (for all non-STC events) so that it can be processed in accordance with established county policies and procedures.

   Staff receiving advanced monies will be personally responsible for said monies. Staff receiving advanced monies will make a full and complete accounting for these funds to Accounting by the third business day following their return. This will include the filing of travel expense sheets, the turning in of all receipts and vouchers and any unexpended monies. Staff is responsible for notifying their supervisor of any cancellation of a trip, in which case all funds advanced are to be returned to Accounting immediately.

2. **EMPLOYEE PAY/REIMBURSEMENT OPTION:**
   Travel arrangements for events **less than 21 days in advance.**

   With less than three weeks before an event, it is unlikely that Accounting will have time to process pre-payment or cash advances for events. Therefore, staff approved to attend out of county training, conferences or business events less than
21 days in advance are responsible to pay their own expenses, keep all receipts and submit an Expense Report for the event in accordance with established county policies and procedures.

Staff wishing to attend out of county training, conferences or business events less than 21 days in advance shall complete an Out of County Travel Request Form if travel arrangements include any of the following: airline reservations, hotel accommodations, car rental, or registration for the meeting/conference.

Staff shall make hotel accommodations at the government rate and attach a faxed verification from the hotel of the reservation and hotel rate to the Out of County Travel Request Form. If air travel is required, staff will secure three quotes for airfare including from the County Vendor. Staff will be cautious not to book non-refundable airline tickets until their request to attend the event has been approved. The quote(s) will be attached to a completed Probation Department Appropriation Expenditure Form and will be submitted with the Out of County Travel Request Form and any other supporting documentation to their supervisor and Deputy Chief for approval. The Deputy Chief will forward the request to the Training Unit no less than 21 days prior to the event.

The Training Manager will present the event details to Senior Management for their review and approval. Staff will be promptly notified of the status of their request. If approved, the Training Unit will coordinate with designated staff to make travel and registration arrangements.

When staff returns from an out of county event, s/he will submit travel expense sheets and all receipts to their supervisor for review and signature. The supervisor will forward the expense report, and all receipts, to the Training Unit (for STC events) or to Accounting (for all non-STC events) so that it can be processed in accordance within established policies and procedures.

Policy Dated: September 17, 2002

Policy C-13 Travel Arrangements for Out of County Training, Conferences or Events (Revised: October 25, 2002)
3. **EMPLOYEE PAY/REIMBURSEMENT OPTION:**
   Travel arrangements for events **less than 21 days in advance**

With less than three weeks before an event, it is unlikely that Accounting will have time to process pre-payment or cash advances for events. Therefore, staff approved to attend out of county training, conferences or business events less than 21 days in advance are responsible to pay their own expenses, keep all receipts and submit an Expense Report for the event in accordance with established county policies and procedures.

Staff wishing to attend out of county training, conferences or business events less than 21 days in advance shall complete an Out of County Travel Request Form if travel arrangements include any of the following: airline reservations, hotel accommodations, car rental, or registration for the meeting/conference.

Staff shall make hotel accommodations at the government rate and attach a faxed verification from the hotel of the reservation and hotel rate to the Out of County Travel Request Form. If air travel is required, staff will secure three quotes for airfare including from the County Vendor. Staff will be cautious not to book non-refundable airline tickets until their request to attend the event has been approved. The quote(s) will be attached to a completed Probation Department Appropriation Expenditure Form and will be submitted with the Out of County Travel Request Form and any other supporting documentation to their supervisor and Deputy Chief for approval. The Deputy Chief will forward the request to the Training Unit no less than 21 days prior to the event.

The Training Manager will present the event details to Senior Management for their review and approval. Staff will be promptly notified of the status of their request. If approved, the Training Unit will coordinate with designated staff to make travel and registration arrangements.

When staff returns from an out of county event, s/he will submit travel expense sheets and all receipts to their supervisor for review and signature. The supervisor will forward the expense report, and all receipts, to the Training Unit (for STC events) or to Accounting (for all non-STC events) so that it can be processed in accordance within established policies and procedures.

*Policy Dated: September 17, 2002  
Revised: October 25, 2002*
D. GENERAL DEPARTMENT POLICY STATEMENTS

1. Board of Supervisors’ Agenda Items

BOARD OF SUPERVISORS’ AGENDA ITEMS

All items to be presented to the Board of Supervisors will be done in accordance with County of San Mateo Administrative Memorandum B – 4.

All items to be presented to the Board of Supervisors for information and/or action, when complete, will be processed through the Secretary to the Chief Probation Officer. A master index of Board matters, resolutions, agreements, memorandums, specific reports, etc., will be maintained in the office of the Chief Probation Officer in a cross-index system. Additionally, a copy of the specific Board report and supportive documents will be maintained in a topical file by subject matter.

While this will be the central system, areas of special concern should be maintained divisionally in a systematic and useful way.

Policy Date: July 21, 1997
D. GENERAL DEPARTMENT POLICY STATEMENTS

2. Release of Criminal Record Information – Confidentiality of Records (Adult Division)

I. RELEASE OF CRIMINAL RECORD INFORMATION - CONFIDENTIALITY OF RECORDS (ADULT DIVISION)

Receipt and dissemination of criminal offender record information is controlled by Penal Code Sections 11075-11051, which direct the California Attorney General to establish regulations regarding record security. The Deputy Chief of the Adult Division is designated as Record Security Officer for that division. The policy of the Adult Division as regards dissemination of criminal offender record information is to respect the individual’s right to privacy without hampering the criminal justice system’s ability to protect the citizens of the State of California. To that end, criminal offender record information will be disclosed according to the right-to-know, need-to-know criteria delineated in Penal Code Sections 11105 and 13300.

No information concerning any probationer is to be released through verbal or written communication to any unauthorized person or agency. Penal Code Section 1203.05 and Government Code Section 6254(k) delineate record security for probation reports and Probation Department case files.

All staff should be cognizant that circumstances may arise where the disclosure of confidential information could be viewed as an official responsibility to prevent further victimization of the community and to safeguard against civil liability. Those occurrences should be reported to and discussed with immediate supervisors. Legal counsel may subsequently be requested through the Division Deputy Chief or Divisional Directors, where the issue of invasion of privacy may be of concern.

II. CONFIDENTIALITY

There is a host of statutes regulating the dissemination of information contained in probation files and probation reports.
All staff should be cognizant that circumstances may arise where the disclosure of confidential information could be viewed as an official responsibility to prevent further victimization of the community and to safeguard against civil liability. Those occurrences should be reported to and discussed with immediate supervisors. Legal counsel may subsequently be requested through the division Deputy Chief or divisional Directors, where the issue of invasion of privacy may be of concern.

Secondly, sound discretion must be exercised when releasing information to other agencies, be they law enforcement agencies or not. The requestor must have a right and a need to know the requested information in order to carry out the functions of their office. Thus, while certain information contained in our files and in a probation report could or might be essential to that function, not all of it is, and DPOs should not just release reports to representatives of the requesting agency. Release the specific information requested if there is an essential need to have it. This includes information that is a matter of public record. Anyone requesting such information must have a right and a need to know the requested information.

A. Statutes regulating such dissemination are listed below:

1. **1203.05 P.C.**

   This statute allows inspection or copying of reports only as follows:

   a. Public document. To and including 60 days after pronouncement of judgment, or at any time after a subsequent accusatory pleading is filed and 60 days after that judgment is pronounced.

   b. By any person by order of the Court.

   c. By the general public by order of the Court.

   d. By any person authorized or required by law.

2. **1203.10 P.C.**

   The file contents of the case shall at all times be open to the Court, or any person appointed by the Court for that purpose, as well as all magistrates, and the Chief of Police, and to other heads of the police, unless otherwise ordered by the Court.

3. **11105 P.C. et seq.**

   CORI (Criminal Offender Record Information). This series of statutes regulates the dissemination of arrest record (rap sheet) information.
B. For the purposes of these regulations, the following definitions shall apply whenever the terms are used:

1. “Criminal Justice Agency” means a public agency or component thereof which performs a criminal justice activity as its principal function.

2. “Authorized Person or Agency” means any person or agency authorized by court order, statute, or decisional law to receive CORI. These are listed in the Department of Justice publication “List of Agencies Authorized to Receive Criminal Offender Records Information.” Current copies of this document are retained by each Director in the Adult Probation offices.

3. “Criminal Offender Record Information” (CORI) means records and data compiled by criminal justice agencies for purposes of identifying criminal offenders and of maintaining, as to each such offender, a summary of arrests, pre-trial proceedings, the nature and disposition of criminal charges, sentencing, incarceration, rehabilitation, and release. Such information shall be restricted to that which is recorded as the result of an arrest, detention, or other initiation of criminal proceedings or of any consequent proceedings related thereto. [See Section 11075 and Section 13102 of the Penal Code.]

Any summary of criminal activity at any stage from investigation through disposition is CORI. Items such as court dockets, police blotters, addresses, phone numbers, physical description, incident reports, police reports, entries in all official records, CII numbers, Social Security numbers, and so forth are not CORI. An index card in an office that summarizes criminal activity is CORI. Criminal activity information, other than summary, compiled by the probation officer is not CORI until the probation officer records it in a summary fashion. Only that portion of the court report summarizing criminal activity is CORI.

4. “Right to Know” means the right to obtain criminal offender record information pursuant to court order, statute, or decisional law.

5. “Need to Know” means the necessity to obtain criminal offender record information in order to execute official responsibilities.
6. “Record Check” means obtaining any summary of an individual’s criminal history including arrests, charges, court order action, disposition, corrections, and dismissal.

III. RIGHT TO KNOW/NEED TO KNOW - PROCEDURES - RECORDING

A. Within the Department – There will continue to be a free exchange of information from case files within the Probation Department without recording the release of CORI.

B. Adult Court Reports – The release of information will be recorded on the face of the case file in the stamp controlled document-confidential. A signature of the releasor is required. Rubber stamps or printed names will not be sufficient or permissible. Release will be made personally by an authorized person and not delegated – to clerical, volunteers, and so forth.

C. Requests for Information

1. In Person. A complete ORE establishing the identity, need and right to know of the requestor, will be entered in the file.

2. Request in Writing. If the content of the letter establishes a right and need to know, the request will be filed as a controlled document with a notation on it of what information was released, how, when, and with the signature of the releasing official. A corresponding ORE will be entered in chronological order.

3. Court. The Court can order release of the court report containing CORI. [See Section 1203.05(b) of the Penal Code.]

4. Telephone Request. The caller is identified and his right and need to know are verified by the releasing official. An ORE is entered in the file establishing identity, need and right to know of requestor. It is important that the releasing official record how the verification was made: such as, voice recognition or returning the call in order to verify the source of request.

5. Consent of Offender. CORI can be released to a person or agency for the purpose of rehabilitation of the offender with the consent of the offender. [See Section 11105(c)(5) of the Penal Code.] The offender must sign a waiver.
D. Offender Review of His Record

1. The provisions of Section 11120-11127 of the Penal Code provide the only legal method for an individual to view CORI relating to him. The Probation official may not show the offender a copy of his CORI.

2. The probationer or ex-probationer who wishes to examine his CORI will be referred to the police of his residence or the Sheriff’s Office of his residence.

3. A person on probation or under investigation by the Probation Department may have his record relayed to him verbally for the purposes of discussion.

E. When there is a doubt concerning the authority or legality for the release of CORI, the burden of proof is on the requestor.

IV. ADULT RECORD

Probation reports concerning adults are distributed to the Courts, District Attorney, defense attorney, and defendant, in felony cases, two days prior to the scheduled hearings. It is not necessary to record dissemination of CORI in these cases. These agencies and individuals are entitled to the information by statute. [See Penal Code Sections 1203(a), 1203(d), and 11105(b)(8).]

V. SEALED RECORDS

Information from these records shall not, under any circumstances, be released or placed in probation reports, court records, released to the public or law enforcement agencies, unless a court order is issued directing the files be opened.

VI. DESIGNATION OF PERSONNEL AUTHORIZED TO RELEASE CORI

A. The persons filling the following positions are authorized to release CORI. Release of CORI by any other employee of this Department is not authorized and is expressly prohibited.

1. Chief Probation Officer
2. Deputy Chief Probation Officer
3. Directors of the Adult Division
4. Any Probation Supervisor
5. Any Deputy Probation Officer

D – 2 Release of Criminal Record Information – Confidentiality of Records (Adult Division)
B. All employees of the Probation Department and all people working with the Probation Department have access to CORI and are responsible for knowing and complying with the provisions of these regulations.

C. Persons authorized to release CORI are specifically responsible for the proper security of the information as stated in these regulations.

D. If a person not employed by the Probation Department, such as a volunteer, researcher, student, and so forth, has access to CORI, it is the responsibility of the staff member who supervises the non-paid person to see that the regulations concerning CORI are followed.

VII. PROTECTION OF CRIMINAL OFFENDERS RECORDS

A. Probation files containing CORI are stored in file cabinets in offices of individual probation officer, intake, stenographic services, and master records room.

B. Any person employed by the Probation Department normally has access to these files and must exercise every precaution to protect the security of the files and the information contained therein.

C. Each deputy is responsible for his files and the clerical supervisor is responsible for the files in the clerical pool.

D. Any Department employee taking a probation file out of the office is responsible at all times for its security to avoid violations of the regulations governing CORI. With the exception of Court officers, if files are removed from the office, a sign-out card should replace the case in the file and the sign-out card should indicate who has the file, where it is, and when it was taken.

E. Persons from other agencies authorized to inspect the files should do so in the Probation Department and under the direct supervision of the person releasing the information.

VIII. AUTOMATED SYSTEM

A. The Criminal Justice Information System (CJIS) includes hardware (computers) located in secured offices.

B. Non-criminal justice agencies may not receive criminal offender record information directly from the hardware at these locations.
IX. REPRODUCTION OF RECORDS

Records of the Department shall be reproduced only within the facilities of the Probation Department and only under the direction of an official authorized to release the information after meeting the requirements of these regulations and statutes.

X. PENALTIES FOR MISUSE

A. It is a misdemeanor to knowingly furnish the record of information containing CORI to any unauthorized persons. [See Sections 11141, 11142, 13302, and 13303 of the Penal Code.]

B. It is a misdemeanor for an unauthorized person to knowingly receive the record or information containing CORI. [See Sections 11143 and 13304 of the Penal Code.]

C. Violations of these regulations by any employee of the Probation Department is subject to disciplinary action.

D. The Department can lose access to CORI, per the Department of Justice Regulations, if proper procedures are not followed.

XI. Sections 6254(f) & (k) Government Code

Public access to information in our probation reports and files is further restricted by Section 6254(f) of the Government Code, which exempts the following from public disclosure: “Records of complaints to or investigations conducted by, or records of intelligence information or security procedures of the Office of the Attorney General and the Department of Justice, and any state or local police agency, or any such investigatory or security files compiled by any other state or local agency for correctional, law enforcement or licensing purposes.” Although public disclosure of information contained in probation reports is exempt, there may be instances wherein the disclosure of certain information would be beneficial. The agency guide to determine under what conditions information other than criminal offender record information could be disclosed to the public would be the requestor's “need to know.” Section 6254(k) of the Government Code further covers records which are exempted pursuant to statute or provisions of the Evidence Code. We may at our discretion, of course, discuss with prospective employers, family members and/or persons directly related to the offense, circumstances and information that we obtain from sources other than criminal offender rap sheets, such as personal interviews, police arrest reports, court documents and any information which may be on public record.
NOTE:

We have been advised by County Counsel that it is permissible to release a copy of the probation report to INS agents within 60 days of pronouncement of judgment. If the INS agents requesting a copy of a report within the said 60 days of sentence have a clear and official interest in a criminal defendant, it is permissible to release a copy of the probation report to them. No reports are to be released to anyone, including INS agents, without a Court Order if 60 or more days have elapsed since the pronouncement of a judgment (sentencing).

XII. MILITARY RECRUITERS

Recruiters have access only to adult felony conviction records and not to criminal history information as defined by California Penal Code Section 11105(c)(4).

Although recruiters have access to public records, they do not have access to conviction information (or any other information) which comes from a rap sheet, alpha index, or any other form of criminal offender record information.

The distinction being made has to do with the Penal Code requirement that there be a statute authorizing access to criminal history type information. The recruiter’s authority comes from an Executive Order which authorizes them to have access to “adult felony conviction records.” A rap sheet or a local index is not an adult felony conviction record.

Because they lack a statute authorizing access to criminal history records as required by the Penal Code and the California Regulations, military recruiters are not authorized to receive information from a rap sheet, a local alpha index, or from any other form of criminal offender record information in California.

XIII. SUMMARY

In summary, probation reports and records are confidential and cannot be disclosed unless the requesting person is authorized by law and has a right and need to know the requested information. The “need to know” must be based on the official duties of the requestor and the rehabilitation of the probationer or person.

The Clerk of the Court is the official repository of public information and records and all persons requesting a copy of a probation report within 60 days of pronouncement of judgment should be referred to the Clerk of the Court holding the records.
Public record information can be disclosed to persons who have a right and need to know information, e.g., a victim or spouse of an offender. The fact that a person is on probation, the terms and conditions of probation and the offense of which the person is convicted are all public information.

Policy Date: July 21, 1997
Revised: May 18, 1998
D. GENERAL DEPARTMENT POLICY STATEMENTS

2. a Response to Subpoena, Pitchess Motions, and Other Time Sensitive Court Documents

I. Such documents are regularly served upon the probation department by mail, electronically, or personally. When this occurs, the officer or clerical employee must ensure that the document is “processed” as quickly and efficiently as possible. Above all, the recipient must make every effort to:

   a. Notify an on-duty senior manager (director, deputy chief, or the chief probation officer) that the document has been received. It is not enough to leave the document on a desk or leave a message that the document exists.

   b. Record when the document was received and when it was transferred to a senior manager. Retain this record until it is known that the matter has been successfully transferred to county counsel.

II. Senior managers who receive the document(s) directly or from another employee must, at a minimum, take the following actions:

   a. Deliver the original document to the county counsel’s office after creating a copy to read (and respond to.)
      or
      Send an electronic copy of the document to the county counsel’s office. The original must be sent immediately after it has been read and responded to.

   b. When sending an electronic copy, clearly write (on a cover sheet or in the “Subject” area) “Time Sensitive - Please Confirm Receipt of This Document.”
c. After delivering or sending the document, **telephone** county counsel directly to confirm receipt. If receipt cannot be confirmed in 24 hours, notify another, on-duty county counsel of the matter. **Our county counsel is David Levy (363-4756); the phone number of the County Counsel receptionist is 363-4250.**

d. Read the document to discover what materials/files are being demanded. Check for any indication that there are missing materials or documents that need to be recovered. Attach some note that identifies missing any materials. Locate the material and segregate them (preferably in our Personnel Department.) Note any materials that cannot be recovered. Notify the Personnel Department (or whoever is in possession of the materials/files, that they are the subject of a subpoena, etc., and should be kept secure, and separately for quick access. **In the case of Pitchess or subpoenas for personnel records, county counsel will need any relevant files, including any "drop files" or other files maintained by a supervisor or manager.**

e. Notify county counsel of the location of the materials/files.

f. Record when each of the steps above is complete. Retain this record until it is known that the matter has been successfully transferred to county counsel.
RELEASE OF INFORMATION – GENERAL (JUVENILE)

The San Mateo County Probation Department by court order is authorized to release information obtained on arrested or detained juveniles to any Federal, State, County, and local governmental department, agency, or agent, evidencing a bona fide governmental interest, or purpose, that requires such information regarding the juvenile.

The term “governmental interest, or purpose” includes law enforcement, physical and mental health, scholastic, and rehabilitation, or any interest or purpose sanctioned by law.

Other requests for release of information, generally from insurance company, victims, and attorneys, require a signed release order from the Judge of the Juvenile Court authorizing the release. The request for release should be in writing and should state the reason for the request. There then needs to be a determination by the Probation Department that the person making the request has a need to know, as well as a right to know.

The memo to the Judge requesting authorization for release should indicate the manner of disposition by the Probation Department and whether or not there was an order for restitution. Once the Judge has authorized release, the requesting party should be given the information by the Probation Department.

If the request is for a release of the police report, the probation officer will request authorization from the Judge granting the police department discretion in releasing its report. The probation officer is not to release police reports or copies thereof to victims, their attorneys, or insurance companies for any purpose.

The Probation Officer of San Mateo County is authorized to release or withhold information from various inquiring agencies, organizations, and individuals on an individual case basis under the following provisions:

I. Press. The Probation Officer will not divulge, confirm, or in any way give information identifying an individual minor, even if the press is already aware of the minor’s identification.
The Probation Officer is authorized to divulge the following information:

A. The plan to file or not to file a petition.
B. The order of the Court to detain or not to detain.
C. The date and location of the hearing.
D. The identification of the Judge or Referee who will hear the matter.
E. The finding and disposition of the Court.

II. Police and Other Law Enforcement Agencies. The delinquency record and other identifying information of a minor may be revealed by the Probation Officer to all police agencies, including the FBI, Secret Service, etc.

III. Military, Job Corps, Security Clearances. The delinquency record and other identifying information may be released to representatives of these organizations.

IV. Other Departments and Agencies. Complete information may be released where there is a mutual relationship with other agencies, such as the Welfare Department, Health Department, schools, other probation departments, private custodial institutions, etc., in planning for the care and treatment of wards and dependent children of the Court. Court reports and other documents of value contained in the Probation Officer’s records may be transmitted to such agencies for the classification, study, and supervision of these cases by those agencies. Information may also be released to schools concerning the arrest, detention, and release of minors brought to the attention of the Probation Officer.

V. Adult Division. The Probation Officer’s file may be loaned to the Adult Division in instances where the minor is now being investigated as an adult offender. None of the juvenile record will be included in the written report of the Probation Officer for the Criminal Court. However, a separate, confidential report will be made to the Judge.

VI. Adult Division of Other Probation Departments. Release of information will be made only on adjudicated 602 matters and other identifying information. Prior to releasing this information, the requesting adult probation agency should be advised that this information has been declared confidential by our Juvenile Court Judge and should not be made part of the adult probation record since that document is a public document. If the requesting agency cannot give that assurance, it should be directed to make a specific request to our Juvenile Court for the release of this information and declare how the information is to be used and whether or not the defendant has consented, in writing, to the release of such information.

VII. Runaways from Juvenile Institutions. The Probation Officer may confirm to the press that there has been a runaway. He may confirm the name of the city in which the minor resides, but no other identifying information, except as covered under No. I (above).
VIII. Photographs. No one will be allowed to take photographs of a juvenile in custody which clearly identifies the minor unless permission has been obtained from the juvenile and written consent has been given by the parents and the Juvenile Court.

In the case of extremely young children who have been found wandering and who are unable to identify themselves, the Probation Officer may authorize the taking of photographs by the press when the intent of such photographs is to assist in identifying the child and locating the parents.

IX. Victims and/or Their Agents. The Probation Officer may not release the minor’s name to the victim or his agent prior to the dispositional hearing. However, the victim will be advised of his rights to request restitution for any loss incurred and to do so in writing prior to the dispositional hearing. Subsequent to the dispositional hearing, if the Court determines that restitution is not a realistic part of the Probation program or if the matter is not brought to the Court’s attention, the Court may authorize the release of the names and address(es) of the minor and parents to the victim and/or his agent upon their written request for this information. The purpose of the release of this information is so the victim may pursue restitution through civil procedures or through discussion with the parents.

X. Defense Counsel, Parents and Child. Reports of the Probation Officer and all other documents filed in the case or made available to the Probation Officer in making his report may be inspected by defense counsel, the parent, and the child in the case. Upon special request of defense counsel, a copy of the police report may be given or mailed to counsel. A copy of the petition will be mailed to defense counsel, as well as to the parent and child. All other documents will be available for inspection in the Probation office.

In those cases referred to the Private Defender Program office at Hillcrest, a copy of the police report and petition will be provided.

The Probation Officer is not authorized to provide copies of Probation documents for counsel except as indicated above. Any special considerations should be pursued by defense consent of the minor, his parents, and the Court.

If for some reason the DPO believes the release of information is contraindicated, he may advise the requestor to apply to the Court for release of information under Section 827 of the Welfare and Institutions Code.

Policy Date: July 21, 1997

Policy D-3 Release of Information – General (Juvenile Matters) (Revised: May 18, 1998)
The Probation Officer is not authorized to provide copies of Probation documents for counsel except as indicated above. Any special considerations should be pursued by defense consent of the minor, his parents, and the Court.

If for some reason the DPO believes the release of information is contraindicated, he may advise the requestor to apply to the Court for release of information under Section 827 of the Welfare and Institutions Code.

Policy Date: July 21, 1997
Revised Date: May 18, 1998
D. GENERAL DEPARTMENT POLICY STATEMENTS

4. The Press

GENERAL GUIDELINES

Departmental employees should refer any inquiries from the press to divisional or departmental administration, as appropriate to the subject matter, whenever possible. Employees are expected to make a reasonable effort to avoid being interviewed or interrogated by the press, particularly around matters concerning clients. It is recognized that this may not always be possible and that it may sometimes be necessary for an officer to deal directly and immediately with a given matter. In such instances, the officer should be polite and tactful. Answers should be responsive to specific questions to the extent that departmental policy and law allow. If you are not certain that it is proper to answer a question, get the name and phone number of the person asking the questions and assure them that you'll get back to them with an answer soon. Discuss the matter with administration and be certain that a response is given to the person making the initial inquiry.

I. Our relationship to the press is necessarily a potentially complex one in that it often focuses on two valued and sometimes conflicting American traditions; the public “right to know” and the individual’s right to freedom from governmental invasion of privacy. The sensitive information we have entrusted to us was acquired in order to accomplish our governmental function. There are specific statements in divisional manuals on this topic, which should be referred to on specifics, but the following guidelines are offered:

A. Never reveal a recommendation to the Court on a pending case.

B. Never discuss specific plans on a given case.

C. On Juvenile cases, remember that Juvenile Court is a civil court proceeding and that the TNG case allows for the release of very little information to the public.

D. On Adult cases, Criminal Offender Record Information (CORI) rules are strict relative to the dissemination of prior arrest (“rap sheet”) “information.
E. On all cases, a substantial amount of background information was provided by using signed releases to get the information from original sources in order to assist us in our work and is not public domain.

F. If a specific question is answered, don’t embellish the answer with opinions and analysis - be factual and brief.

G. Once information is given, it can’t be retracted. This is an area in which it is always best to err on the side of caution.

II. Communications with News Media

A. The Chief Probation Officer is responsible for preparing releases or other communications to the press, radio, or TV relative to departmental affairs likely to be of public interest or concern.

B. Employees acting in their official capacity shall not initiate communications with news media representatives without specific authorization from the Deputy Chief Probation Officer of their division through the chain-of-command. This restriction does not apply to official spokespeople of labor or professional organizations when their communications with the media evolves directly from and is clearly related to their organization’s primary purpose.

C. Employees contacted by the media on routine matters relating to a specific case assigned to them may respond verbally to the inquiry, supplying information that is not prohibited by law or policy. The department acknowledges that the individual officer is generally the most appropriate person to respond to media inquires of a routine nature relating to a specific case; however, the department also recognizes that many media inquiries have implications beyond a specific case or circumstance, and it relies heavily on the judgment of the individual officer as to the appropriateness of their response, or the appropriateness of referring the inquire to their supervisor for a response.

D. Any employee having an authorized media contact shall brief their Supervisor as to the nature and content of the contact as soon as possible thereafter.

III. Media Access to Institutions

E. News media representatives shall be granted entry into either adult or juvenile institutions only upon authorization by the Deputy Chief Probation Officer or, in his or her absence, by the appropriate Director.

IV. Release of Information - Juvenile Field and Institutional Services

A. When the name of a minor is public knowledge and a petition has been filed, the following information may be disclosed upon authorization of the Deputy
Chief Probation Officer:

1. The allegation(s)
2. Whether or not the minor is detained
3. The probable date of the court hearing
4. No other information may be divulged

V. Release of Information – Adult Services

A. While a pre-sentence investigation is in progress or a violation of probation is being evaluated pending a return to court, employees may neither discuss details of a case nor speculate or comment on a probable recommendation. A completed court report, unless the court orders to the contrary, is a public document for 60 days following the hearing (1203.5 PC). During that time, if authorized by the Deputy Chief Probation Officer, staff may disclose any information included in the report and answer inquiries regarding the fact of the court disposition. Court orders and commitment papers are public record and may be quoted.

VI. Movies, TV, Interviews, etc. – Adult and Juvenile

A. No still or motion pictures, including television or voice recordings which may reveal the identity of a minor in court-ordered placement or detention, may be made without the permission of the Supervising Judge of the Juvenile Court.

B. No probationer or defendant may be filmed, photographed, televised or interviewed by any media representative within the confines of a department building or program except upon request by, or consent from, that person. A clear and complete reminder of the right to refuse to grant an interview must be given to such person, who must then sign a waiver stating that he or she wishes to be interviewed or photographed.

VII. Comments on Court Action

A. Staff must not make comments to the media on the merits of a court order or judgment or other non-factual, philosophical issues involved in a particular case.

VIII. Public Appearance by Employees

A. All requests for the appearance of a departmental employee before a radio, television, large audience, or local community group, wherein the employee
is identified as a representative of the Probation Department, must be
directed to the Deputy Chief Probation Officer.

IX. Public Appearance or Publication by Employees

A. Any employee who intends to write for publication or make speeches (in
person or through the media) on work-related topics, or is to be identified as a
Probation Department employee in a public forum, must have prior approval
of the Deputy Chief Probation Officer. This procedure will promote accurate
portrayal of the Department and its policies and procedures, and includes
anything developed on County time, at County expense, or with County
materials. This administrative review is designed to avoid possible conflict of
interest, the misuse of position or authority, dissemination of inaccurate or
misleading information, misrepresentation of departmental positions, or
breach of confidentiality. An employee does not need departmental approval
to make public use of materials under these circumstances:

1. The materials were created on personal time at personal expense
2. The materials are not represented as being endorsed or approved by
   the Department
3. The employee is not identified as a Departmental employee.

X. Special Incidents

A. Any employee learning of an incident or event which could reflect
adversely on the County or the Probation Department should report the
facts to the appropriate Deputy Chief Probation Officer as soon as possible.
In urgent or critical circumstances, the employee may bypass usual
channels and report the matter directly to the Chief Probation Officer.

XI. Information About Clients of the Department

A. Except for sharing information on adult cases with persons designated in
Section 1203.10 of the Penal Code and with those persons or agencies
authorized by court or departmental manual provisions, case information
about clients of the department is not to be given to any non-employee
without the review and approval of the Deputy Chief Probation Officer. [See
Division Manual on “Confidentiality”]

XII. Personnel Clearances

A. Requests for information about any employee of the Probation
Department will be referred to the Department’s Personnel Office.

XIII. Speaker’s Bureau

A. Requests for departmental speakers must be routed to the Deputy Chief
Probation Officer. The applicant will be notified if the request has been approved and, if so, the name of the speaker. If possible, two weeks’ notice before the speaking date should be given.

XIV. Requests from Public

A. Requests from the public for information which do not apply to specific cases are handled as described below:

1. **Job Applicants**
   Persons making application for positions are to be referred to the County Department of Employee and Public Services. Students applying for field observation or internship experiences are to be referred to the appropriate Deputy Chief Probation Officer.

2. **General and Statistical Information**
   Persons contacting the Probation Department for general or statistical information are to be referred to the appropriate Deputy Chief Probation Officer.

3. **Interviews**
   Individuals or groups contacting the Department with requests for interviews (not related to specific cases) with official staff members are to be referred to the appropriate Deputy Chief Probation Officer for clearance and approval.

4. **Academic**
   Students contacting the Department for class-oriented information will be provided appropriate information by the appropriate Director of Adult or Juvenile Services or arrangements may be made through that officer for assistance through other appropriate sources.

5. **Institutional Visits**
   Requests to visit a specific institution will be referred to the Deputy Chief Probation Officer in charge of that institution.

6. **Research and Projects**
   All persons requesting permission to do research projects within the Probation Department must mail a detailed, written proposal to the appropriate Deputy Chief Probation Officer.

Policy Date: July 21, 1997
D. GENERAL DEPARTMENT POLICY STATEMENTS

5. Earthquake and Other Disaster Preparedness – Command Statement

EARTHQUAKE AND OTHER DISASTER PREPAREDNESS COMMAND STATEMENT

This statement is written to clarify the various command responsibilities and relationships which would become operative within the Probation Department, not to conflict with the County chain of command, in the event of a disaster. It is not a change in the organizational structure of the Department, but an effort to define the operational system of the Department if normal departmental functions are interrupted by a disaster. Specific details of operations following the disaster are contained in procedural manuals and plans, supplemented by the decisions made by those in command in response to situational necessities.

I. Department Command Center

The Department Command Center will be at Hillcrest in the Administrative Office of the Chief Probation Officer. A secondary site (e.g., Court Building, parking lot) would be established, if necessary. This central communications center will be responsible for major policy decisions and communications with key external bodies (Sheriff’s Office, County Manager, Disaster Office) and the other Probation command centers. It would serve a coordinating function.

The Disaster Commander is the Chief Probation Officer and, in the Chief’s absence, the succession of this title and responsibility will go to the senior department Deputy Chief Probation Officer.

II. Juvenile Command Center

This center will be in the office of the Juvenile Division’s Deputy Chief Probation Officer, at Hillcrest, or a secondary site if necessary. The Juvenile Deputy Chief Probation Officer will be in charge of all Juvenile Probation offices with succession of title and responsibility in the Deputy Chief Probation Officer’s absence to the senior Director within the Juvenile Division.
III. Juvenile Institutions Command Center

This center will be at the office of the Juvenile Institution’s Deputy Chief Probation Officer, or a secondary site, if necessary. The Institution’s Deputy Chief Probation Officer will be in charge of operations at the Juvenile Hall and at Glenwood. The Director - Hillcrest - will also be at this Center plus additional staff as needed. The Director - Glenwood will be at that work site and receive directions, as needed, from the Center.

IV. The Adult Probation Command Center

This Center will be at the office of the Adult Division Deputy Chief Probation Officer, Hall of Justice, Redwood City, or a secondary site if necessary. The Adult Division Deputy Chief Probation Officer will be in charge of all Adult Probation offices with succession of title and responsibility in the Deputy Chief Probation Officer’s absence to the senior Director within the Adult Division.

All three Command Centers have been developed in order to maintain a clear line of authority. While the Centers will be equipped with emergency equipment, this is secondary to the personnel who are available to provide necessary leadership. The highest ranking person available at any of the sites should always assume the leadership of the site until relieved by higher authority.

Policy Date: July 21, 1997
D. GENERAL DEPARTMENT POLICY STATEMENTS

6. Guidelines Regarding Departmental Certificates, Plaques and Other Tangible Expressions of Appreciation to Outside Agencies and Individuals

The responsibilities of the Probation Department are varied and complex and require the assistance of many outside agencies and individuals to be effective. While all such assistance is appreciated, on occasion a special symbolic expression of that appreciation is desired. The Department is desirous of finding the middle ground between giving so few such expressions that it lacks common courtesy or so many that they are without significance. For this reason, the following ground rules are established.

1. Certificates, plaques or other tangible expressions of gratitude given to outside agencies and individuals are normally presented at awards ceremonies or retirement gatherings. Other circumstances may necessitate deviation from this rule of thumb.

2. Any staff may bring to the attention of Administration the recommendation for such an award. This will be done by memo through the Division Director to the Deputy Chief Probation Officer.

3. If considered appropriate, the Deputy Chief Probation Officer will arrange for the preparation of the award to be presented as well as the person to make the presentation. A recording of such awards presented will be maintained by the Secretary to the Chief Probation Officer.

4. The staff member who made the recommendation will be advised of the decision of the Deputy Chief Probation Officer.

Date: July 21, 1997

Policy D-6 Guidelines Regarding Departmental Certificates, Plaques and Other Tangible Expressions of Appreciation to Outside Agencies and Individuals (Revised: May 18, 1998)
D. GENERAL DEPARTMENT POLICY STATEMENTS

7. Service to the Disabled

SERVICE TO THE DISABLED

In accordance with the Rehabilitation Act of 1973, Section 504, and the overall San Mateo County Plan for compliance, the Probation Department provides fair and equitable access to services for those persons we serve without discrimination on the basis of physical or other disabilities.

Whenever any person who is impaired in their ability to communicate, is requested to sign any document which could have significant ramifications for them, it is a Department requirement that the person have the assistance of an appropriate relative, counsel or friend prior to signing.

Policy Date: July 21, 1997
D. GENERAL DEPARTMENT POLICY STATEMENTS

8. AIDS Statement

AIDS

AIDS has emerged as a significant concern and challenge to probation departments. As the number of HIV-positive persons, persons with AIDS-related complex (ARC) and persons with AIDS continues to increase, probation personnel must be aware of the implications of various actions, confidentiality issues, medical facts and new statutory provisions.

Education of all cases about the dangers and means of transmission of the human immunodeficiency virus (HIV) is an agency objective. Offenders demonstrating high-risk behaviors should be targeted for educational efforts. Drug abusers, in particular, should receive special attention and services. Other offenders should also be provided with information about preventative measures and testing options.

RISK: WHAT ARE THE CONDITIONS AND CIRCUMSTANCES ASSOCIATED WITH THE TRANSMISSION OF AIDS?

People get AIDS from the virus HIV. HIV is passed from one person to another when they engage in a behavior that allows the HIV to enter their bloodstream. HIV is primarily transmitted through consensual behaviors, i.e., sexual intercourse or needle sharing. There are some cases of accidental transmission, such as blood transfusions and needle pricks. Nonconsensual transmission occurs when a child gets the virus from its mother during pregnancy or breast feeding or when a victim of sexual abuse or rape gets it from their perpetrator. People can make choices to help reduce their risk of infection through consensual behaviors.

Despite widespread education about the fact that HIV is not casually transmittable, there remains a considerable amount of fear and confusion on the issue of contagion. We can avoid some of the confusion by not using ambiguous terminology. For example, we have been told that while we cannot get HIV from toilet seats, coughs or sneezes, we must avoid “other bodily fluids.” Defining “other bodily fluids” would reduce much of the confusion and fear associated with this virus and the disease it causes.

Confusion also occurs when we list high-risk behaviors without explaining what criteria were used to determine those behaviors to be high risk. It is to our benefit to educate individuals as
to how this virus functions. This would enable them to evaluate other behaviors in their lives which may meet the criteria for risk that they otherwise would have left unchecked.

The formula for transmission is:

\[
\text{HIV Transmission} = \text{HIV Source (infected person or thing)} + \text{Sufficient Dose (infectious concentration/amount)} + \text{Access to Bloodstream (behavior allowing entry)} + \text{Sufficient Frequency (odds)}
\]

The first three criteria (source, dose, and access) must all be present for the transmission to occur. The frequency of exposure can raise or lower the likelihood of infection, but, like pregnancy, once can be enough. Here is a breakdown of the formula:

**HIV Source** can be anything carrying the virus. People are not the only carriers of HIV. HIV can be carried on a needle or in blood outside of the body (i.e., transfusions). Anybody can have HIV. You cannot tell by appearance whether or not a person has HIV. The term “high-risk group” is obsolete as the disease of AIDS has spread throughout the population. It is therefore best to assume the presence of HIV until proven otherwise.

**Sufficient Dose** refers to the concentration and amount of HIV necessary for infection to occur. Only a few bodily substances (i.e., blood, semen, vaginal/cervical secretions, and breast milk) have a sufficient concentration of HIV in them to be infectious. The exact amount required for infection to take place is as of yet unknown.

While body fluids such as sweat, saliva, and feces from HIV-positive persons have detectable amounts of HIV, the concentration of HIV in these fluids is believed to be insignificant with regard to the risk of transmission. There is currently no evidence to support the contrary.

**Access to Bloodstream** involves behaviors or circumstances that allow HIV to enter the bloodstream. This part of the transmission formula receives the most attention as it relates to individual choices and behaviors that allow HIV transmission to occur. The most common behaviors that allow transmission of the virus are sexual intercourse (higher risk associated with receptive participation, anal and vaginal intercourse), and unsterile needle use. These are considered high-risk acts. People are advised to avoid these behaviors or to use precautions such as latex condoms, needle bleaching, etc. There is a great deal of concern with regard to accidental exposure through cuts, sores, etc. The incidents of infection occurring in this manner are very insignificant compared to the total number of accidental events (i.e., needle sticks and the like).

**Sufficient Frequency** is in reference to the fact that most people who have contracted HIV did so after several exposures. This is not to indicate that HIV has a cumulative effect, but rather to indicate that the odds of infection increase with frequency of exposure to the virus. It is stressed that in many incidents, the frequency of exposure that resulted in infection has been once. There is no safe number of exposures.
There are three modes of transmission:

1. Blood to blood
2. Semen to blood
3. Other bodily fluid to blood

Other bodily fluids such as saliva, sweat, urine, and tears have not been a casual factor in any known case of HIV infection.

This information does not in itself teach people how to evaluate their own behaviors and risks. It is not feasible to create a list of safe and unsafe behavior that includes every way in which human beings interact with each other and their environments. The best way to understand risk is to apply the formula to a question such as, “Can I get HIV from shaking someone’s hand?”

1. **Source:** Since there are no longer high-risk categories, the assumption is that the person is HIV-positive until otherwise proven.

2. **Dose:** Is there a sufficient concentration and amount of HIV present on the hand (i.e., a detectable amount of blood, semen or other infectious bodily fluid)?
   
   If no, then there is no risk. If yes, --

3. **Access:** Is there a way for the infected material to get into your blood stream (i.e., cuts, sores, lesions, puncture, etc.)?

   If no, then there is no risk. If yes, --

4. **Frequency:** How often do you have this kind of contact? Although infection can occur with a single exposure, it is more likely to occur with repeated exposure.

Policy Date: July 21, 1997
4. **Frequency**: How often do you have this kind of contact? Although infection can occur with a single exposure, it is more likely to occur with repeated exposure.

Policy Date: July 21, 1997
Revised Date: May 18, 1998
D. GENERAL DEPARTMENT POLICY STATEMENTS

9. Jurisdiction in Cases Where Both Adult and Juvenile Probation Divisions are Involved

**JURISDICTION IN CASES WHERE BOTH ADULT AND JUVENILE PROBATION DIVISIONS ARE INVOLVED**

On occasion, a case will come to the attention of the Department where the Juvenile Division is handling the youngsters and the Adult Division is handling the mother and/or father.

For more effective service, to enhance communication and to treat the situation as a total casework problem, one or the other of the divisions should assume the dominant role in providing casework services.

Each case and each situation should be considered on its individual merits. The Supervising Probation Officers involved can make the final decision as to which division takes leadership. If it appears too complex to resolve on the Deputy Probation Officer-Supervisor level, the respective Directors should be consulted.

Policy Date: July 21, 1997
D. GENERAL DEPARTMENT POLICY STATEMENTS

10. Department Staff as Foster Parents – Limitations

DEPARTMENT STAFF AS FOSTER PARENTS – LIMITATIONS

Because of the possibility of a conflict of interest, it is the policy of this agency that children who are under the jurisdiction of the San Mateo County Juvenile Court shall not be placed to either licensed or unlicensed homes where the foster parents are also staff of this Department. This policy is in no way intended to discourage staff from being foster parents nor does it restrict staff who are foster parents from taking children from other agencies.

Policy Date: July 21, 1997
D. GENERAL DEPARTMENT POLICY STATEMENTS

11. Cases that require a Critical Incident Response and Response Protocols

UNUSUAL CASES – NOTIFICATION TO ADMINISTRATION

Periodically a new or active case will develop issues which should immediately be brought to Administration’s attention. Such notification should emanate from the officer and go rapidly through normal channels of communication to Administration. Examples of situations in which Administration should be advised of case developments are as follows:

1. Where public interest and/or opinion run high
2. Where the press might have an interest
3. Where there are political implications
4. Where major policy decisions are affected
5. Where repercussions due to a departmental or staff error appear likely
6. Where good judgment suggests Administration should be informed
7. Where civil or criminal legal action is likely

It is implied in following the procedures for all the incidents described below that medical assistance is to be rendered as training allows and if necessary 911 will be called.

Furthermore, any of the incidents below that constitute a new crime, meriting investigation by local police agency (e.g. the Sheriff’s Office) should be immediately reported and an investigation should be requested by staff or the immediate Supervisor at the scene.

This policy is intended to outline the departmental response to specific situations by defining the roles and responsibilities of the staff and administration. These incidents require an immediate and decisive response from both the staff and administration and can have widespread implications for the department, its stakeholders and the community. When determining whether an incident qualifies as a reportable event, it is recommended to err on the side of caution and follow the procedures below.

The following will apply universally to all incidents:

Evidence: Any evidence collected at the scene of the incident shall be collected pursuant to department policy with the chain of evidence and custody being documented and preserved at all times.
The Supervisor or Director at the scene is to contact the lead law enforcement officer at the scene to assure that all evidence is accounted for and that the names of all employees and witnesses involved are provided.

**Media:** No media request for information or statements should be provided by the involved officer. No requests for information or statements should be provided by any other officer without prior authorization from the Chief Probation Officer. The Chief Probation Officer or his/her designee will handle all media inquiries and public statements.

**Legal:** The Deputy Chief Probation Officer (DCPO), or designee, is to contact the Department’s County Counsel to notify him or her of the incident. No employee of the Department shall stop or impede the investigation efforts of another law enforcement agency responding to the incident.

I. UNUSUAL CASES IN A JUVENILE INSTITUTION REQUIRING CRITICAL INCIDENT RESPONSE (CIR)

A. Death of a Minor in Custody

1. Staff Roles & Responsibilities

   a. The Juvenile Staff (Group Supervisor) Shall:

      1) Secure the immediate area and summon other staff, Officer of the Day (OD) and medical staff and/or 911
      2) Intervene to save life by administering emergency first aid
      3) Notify the On Duty Institutions Services Manager (ISM) or OD
      4) Complete Incident report
      5) Remain at the facility until further instructions are received from the ISM/OD or Director

   b. The OD-ISM Shall:

      1) Ensure that the emergency personnel and the Coroner’s Office has been notified
      2) Notify the Director immediately (during event)
      3) Collect and secure all documents and personal property relating to the minor (e.g. files, incident reports, logs etc.). Nothing in the immediate area of incident is to be removed or disturbed pending investigation by law enforcement
      4) Note which agency/ambulance company removed the body, where the body was taken and name and phone number of the individual receiving the body
5) Notify the assigned Deputy Probation Officer (DPO) of the incident and document notification in the facility log and the unusual incident log
6) Submit all documents relating to the incident to the DCPO, through the Director

c. The Director Shall:

1) Notify the DCPO of the death
2) Notify County Counsel
3) Determine who will contact the minor’s legal guardians or relative designated for notification in case of emergency
4) Collect, review and submit to the DCPO all documents from the facility relating to the incident, along with a copy of the coroner’s preliminary report and final report
5) Inform DCPO of any media inquiries
6) Notify the Coroner, law enforcement, District Attorney and County Safety Officer (designated ISM)(if not already notified)
7) Notify the President or any Board member of the Probation Detention Association
8) Provide the Board of State and Community Corrections a copy of the report submitted to the Attorney General under Government Code 12525 within 10 calendar days

d. The Deputy Chief Probation Officer Shall:

1) Notify the Assistant Chief Probation Officer (ACPO) and the Chief Probation Officer (CPO) of the death
2) Offer our staff available mental health resources and/or make referrals to the Employee Assistance Program; a call to the Peer Support Coordinator should also be done at this time
3) Offer available mental health resources for any affected youth
4) Assure that all Title 15 provisions are in compliance
5) Will convene a medical and operational review of the death within 5 work days of the incident. The review team will include:
   i. Institutions Director
   ii. Health Administrator
   iii. Responsible physician
   iv. Other health care and supervision staff who are relevant to the incident

2. Notifications:
a. Sheriff’s Office – In the event of a detainee’s death, the circumstances and conditions surrounding the death shall be investigated by the San Mateo County Sheriff’s Office and the San Mateo County Coroner’s Office per Section 27491 of the Government Code.

b. Chain of Command – Once a death has been discovered, the On Duty Supervisor shall immediately notify the next available person in the Chain of Command until the CPO has been advised of the incident. County Counsel should be advised at the same time the CPO is advised. The Chief or his designee will notify the Presiding Judge of the Juvenile Court, and/or other County Department heads.

c. Parents – Arrangements must be made to notify the parents/guardians of the minor. This contact should be made face to face. If possible, mental health staff should accompany probation.

B. Serious Assault of a Minor in Custody

1. Staff Roles & Responsibilities

a. The Institutions Staff Shall:

   1) Notify the OD and medical staff and/or 911
   2) Notify the ISM/OD
   3) Complete Incident Report
   4) Remain at the facility until further instructions from the ISM/OD or Director

b. The ISM/OD Shall:

   1) Notify Sheriff’s Office and secure the incident scene
   2) Notify Behavioral Health and Recovery (BHRS) and Keller Center (if assault is sexual in nature)
   3) Notify the Director immediately (during event)
   4) Document the incident in the Admissions Log book and the Unusual Incident Log Book
   5) Notify the Minor’s DPO and PSM of the incident and document notification in the facility log and the unusual incident log
   6) Submit all documents relating to the incident to the DCPO through the Director

c. The Director Shall:

   1) Notify the DCPO of the assault.
   2) Contact the minor’s legal guardians or relative designated for notification in case of emergency
   3) Contact the Minor’s attorney
4) Contact the Minor’s social worker if applicable
5) Collect, review and submit to the DCPO all documents from the facility relating to the incident

d. The Deputy Chief Probation Officer Shall:

1) Notify the CPO and ACPO of the assault
2) Request BHRS offer our staff available resources and/or make referrals to the Employee Assistance Program; a call to the Peer Support Coordinator should also be done at this time
3) Assure that all Title 15 provisions are in compliance

2. Notifications:

   a. Sheriff’s Office - In the event of a youth’s sexual or physical assault, the circumstances and conditions surrounding the assault shall be investigated by the San Mateo County Sheriff’s Office
   b. Parents – Arrangements must be made to notify the parents/guardians of the minor. This contact should be made face to face. If possible, mental health staff should accompany probation
   c. Notify the Presiding Judge of the Juvenile Court, County Counsel, and other Departmental Heads as deemed appropriate

C. Serious Assault of Staff in Institutions

1. Staff Roles & Responsibilities

   a. The Institutions Staff Shall:

      1) Use force deemed reasonable to protect oneself
      2) Activate personal security device
      3) Restrain the youth and escort youth to his/her room
      4) Notify ISM/OD and medical staff and/or 911
      5) Complete Incident report
      6) Remain at the facility until further instructions from the ISM/OD or Director.

   b. The ISM/OD Shall:

      1) Notify the Director immediately
      2) Notify the Minor’s assigned DPO and PSM of the incident and document notification in the Admissions Log book and the Unusual Incident Log Book
      3) Submit all documents relating to the incident to the Institutions DCPO, through the Institutions Director
4) Notify the Sheriff’s Office of the assault

c. The Institutions Director Shall:

1) Notify the Institutions DCPO of the assault
2) Collect, review and submit to the Institutions DCPO all documents from the facility relating to the incident

d. The Institutions Deputy Chief Probation Officer Shall:

1) Notify the ACPO and CPO of the assault
2) Request BHRS offer our staff available resources and/or make referrals to the Employee Assistance Program; a call to the Peer Support Coordinator should also be done at this time
3) Notify the President or any Board member of the Probation Detention Association
4) Assure that all Title 15 provisions are in compliance

2. Notifications:

a. Sheriff’s Office - In the event of a serious assault of a staff, the circumstances and conditions surrounding the assault shall be investigated by the San Mateo County Sheriff’s Office. Notify the Presiding Judge of the Juvenile Court, Risk Management, County Counsel, and other Department Heads as appropriate
b. Family of Staff – Arrangements must be made to notify the family of staff, with the permission of staff when possible.

D. Escape of Minor from Locked Facility

1. Staff Roles & Responsibilities

a. The Juvenile Hall Staff Shall:

1) Call in Code Orange over the radio and activate their personal security device
2) Contain and/or secure all other youth in the facility. The facility shall remain on lockdown until authorization is given by the Institutions Director
3) Conduct a head count and identify the youth who are missing. Staff shall make note of youth who are in other areas of the facility (i.e. court, school, visiting, medical, programming etc.)
4) Inform the ISM/OD of the identity of the missing youth(s)
5) Make every attempt to regain custody of the escaped/AWOL youth while youth is within secured perimeter of the facility
6) Make reasonable efforts once outside the facility to apprehend the youth and when possible, maintain sight supervision of the youth. Should the youth be apprehended or should the youth surrender, handcuff and transport the youth to the Juvenile Hall
7) Check the room, sleeping area of the youth to determine what clothes the youth was wearing. Staff shall report this to the lead staff
8) Complete Incident Report
9) Remain at the facility until further instructions from the OD/ISM or Director

b. The ISM/OD Shall:

1) Notify the Director immediately (during event)
2) Respond to the location of the escape
3) Direct the other staff to the following duties
4) Search – these staff shall search the grounds and attempt to locate the escaped youth
5) Access – these staff shall meet the Sheriff’s Office Deputies and assist with the investigation
6) Communication – shall be stationed at Admissions or the administrative office to coordinate communication
7) Notify the Public Safety Communications (x4911) to report the Escape/AWOL and to request assistance and the initiation of an investigation. Shall request an issuance of a teletype. The teletype shall be addressed to all county law enforcement agencies and shall include description of the minor
8) Issue an APBnet Trak Flyer
9) Complete the Escape/AWOL check list
10) Initiate the process to obtain a warrant
11) Call the police department(s) of the youth’s last known residence to notify them of the escape/AWOL and request that the agency perform a search of the residence
12) Notify the Minor’s assigned DPO and PSM of the incident
13) Notify all facility ISM/OD of escape
14) Submit all documents relating to the incident to the Division DCPO through the Director
15) Notify Maintenance staff and/or Department of Public Works of any repairs that need to be made in the physical plant

c. The PSM/DPO Shall:

1) Initiate the warrant process
d. The Institutions Director Shall:

1) Notify the Institutions DCPO of the escape/AWOL
2) Start the notification procedures for external parties
3) Along with the ISM/OD shall respond to the facility. The Director of the facility shall initiate a Critical Incident Command Center and coordinate with the Sheriff’s Command Center if a Command Center is established
4) Contact the minor’s legal guardians or relative designated for notification in case of emergency
5) Contact the Minor’s attorney
6) Contact the Minor’s social worker when applicable
7) Collect, review and submit to the Institutions DCPO all documents from the facility relating to the incident, along with a copy of the coroner’s preliminary report and final report

e. The Institutions Deputy Chief Probation Officer Shall:

1) Request Mental Health to offer our staff available resources and/or make referrals to the Employee Assistance Program; a call to the Peer Support Coordinator should also be done at this time
2) Assure that all Title 15 provisions are in compliance

2. Notifications:

a. Notify the ACPO CPO
b. Sheriff’s Office – In the event of an escape, the circumstances shall be investigated by the San Mateo County Sheriff’s Office
c. Notify the Presiding Judge of the Juvenile Court
d. County Counsel and other Department Heads as appropriate
e. Parents/Legal Guardian shall be notified when appropriate and safe to do so

II. UNUSUAL CASES IN THE FIELD OR OFFICE REQUIRING CRITICAL INCIDENT RESPONSE (CIR)

A. Deployment of Deadly Force by Probation Staff

The following will establish a process for the duties required in the event of the deployment of deadly force while on duty (refer to Use of Force Policy).

1. Procedures and Notifications

   a. Employee(s):
1) On-site staff should immediately contact the law enforcement agency having jurisdiction.

2) In the event of the deployment of deadly force, the Supervisor of the employee who deployed the deadly force is to be notified as soon as possible. Notification is not to be made over the radio. If the Supervisor is not available then follow the chain of command (Division Director, Deputy Chief)

3) Information to be provided to the Supervisor includes but is not limited to: name of employee(s) involved, location of the incident, description of injury/notification of death, name of medical facility where the employee(s) is/are being transported

4) Absent a voluntary statement from any officer(s), the initial on scene supervisor should not attempt to order any officer to provide information other than public safety information

5) Incident Report: (Documentation is to be completed by the employee and witnesses in accordance with the County’s Joint Protocol of Officer Involved Critical Incident)

6) The Supervisor is to be advised if the police/sheriff have been contacted or are already on the scene; if not called, the Supervisor is to call the police/sheriff

7) The Supervisor or next in command is to notify the Firearms Range Master

8) The Supervisor is to contact his/her Division Director

9) The Supervisor may respond to the scene of the incident, particularly if the location is close and the employee(s) is/are still on the scene

10) If a firearm was involved and the firearm or other use of force weapon has not been taken into evidence by the police/sheriff, the Supervisor is to collect and secure the weapon so it can be provided to the police/sheriff

b. Division Director:

1) Upon notification by the employee(s) or Supervisor, the Division Director is to contact the Division DCPO and the Director of Internal Affairs

2) The Division Director is responsible for contacting the Peer Support Team Coordinator to initiate deployment

3) The Division Director may respond to the scene of the incident, and will gather the information provided by the Supervisor

c. Division Deputy Chief:

1) The Division Deputy Chief will notify the ACPO, CPO and County Counsel
2) The Division Deputy Chief will determine what other notifications (e.g. employee(s) family, Probation Detention Association need to be made

3) Within five (5) business days of the incident, a DCPO will convene a Review Board to review the circumstances around the incident and the team may consist of:

   i. DCPO
   ii. Director
   iii. Supervisor
   iv. Management level Firearm Instructor
   v. Training Manager

III. INJURY TO A PROBATIONER OR A COMMUNITY MEMBER:

The following will establish a process for the duties required in the event of a physical injury of a probationer or community member as a result of the actions of a Probation staff while he/she is on duty.

1. Employee(s):

   1. On-site staff should immediately summon medical assistance
   2. The Supervisor of the employee who injured the client is to be notified as soon as possible. Notification is not to be made over the radio. If the Supervisor is not available then follow the chain of command (Division Director, DCPO)
   3. Information to be provided to the Supervisor includes but is not limited to: name of employee(s) involved, location of the incident, description of injury, name of medical facility where the probationer and or community member is being transported
   4. Incident Report (to be completed by the employee and the Supervisor):
   5. Staff must submit an incident report (IR) within 24 hours of the incident. Staff shall not delay the submission of an initial IR for the purposes of gathering more information. A supplemental IR may be submitted at a later date in order to document new information after the initial IR is submitted. Any supplemental IR shall be submitted within 48 hours of knowing the new information
   6. If the IR cannot be completed by the end of the work day, the staff will confer with the Supervisor to determine whether to stay and complete the form; the Supervisor will obtain approval from the Division Director to authorize overtime pay or compensatory time in order to complete the IR
   7. The Supervisor will review the incident reports from each staff they supervise to ensure that they contain sufficient detail, prior to releasing staff at the end of the workday
8. In preparing reports, staff must not collaborate or share information with each other; statements and event description must come independently from each staff.

9. If a staff is physically unable to prepare a report due to an injury or other unusual circumstance, the Supervisor will take a verbal report and document any statement on the IR. The Supervisor will document on the IR why the IR was not written by staff.

10. If a verbal report cannot be obtained, the Supervisor will document why in the IR.

11. A copy of the IR will be routed to the following:

   a. The Supervisor
   b. Division Director
   c. Division DCPO
   d. ACPO
   e. CPO

12. Other pertinent information that should be included when possible:

   a. Names and contact information of all injured parties
   b. Names and contact information of all witnesses to the incident
   c. Photos of the incident area and the injuries (if possible)
   d. Chronological narrative of events
   e. Inventory receipt for all evidence collected

2. Supervisor:

   1. The Supervisor is to be advised if the police/sheriff has been contacted or already on the scene; if not called, the Supervisor is to call the police/sheriff.
   2. The Supervisor is to contact his/her Director.
   3. The Supervisor may respond to the scene of the incident, particularly if the location is close and the employee(s) is/are still on the scene.
   4. At the scene, the Supervisor is to collect/confirm additional information, including all staff involved at the time of the incident.

3. The Division Director:

   1. Upon notification by the employee(s) Supervisor, the Division Director is to contact the Division DCPO.
   2. The Director is responsible for contacting the Peer Support Team Coordinator to initiate deployment.
   3. The Director may respond to the scene of the incident, and will gather the information provided by the Supervisor.

4. The Division Deputy Chief:
1. The DCPO will notify the ACPO and CPO
2. The DCPO will determine what other notifications need to be made and confirm the notifications already made
3. Within 5 business days of the incident, and depending on the circumstances, the Division DCPO may convene a Review Board to review the circumstances around the incident and the team may consist of:
   a. DCPO
   b. Director
   c. Supervisor
   d. Management level Firearm Instructor
   e. Training Manager
4. Contact County Counsel

IV. ERIOUS INJURY TO PROBATION STAFF CAUSED BY A CLIENT

The following will establish a process for the duties required in the event of an injury to Probation staff caused by a client.

Procedures and Notifications

A. Employee(s):
   1. On-site staff should immediately summon medical assistance
   2. Local law enforcement agency should be notified for possible arrest and investigation
   3. The Supervisor of the employee injured is to be notified as soon as possible. Notification is not to be made over the radio. If the Supervisor is not available then follow the chain of command (Division Director, Division DCPO)
   4. Information to be provided to the Supervisor includes but is not limited to: name of employee(s) involved, location of the incident, description of injury, name of medical facility where the employee(s) is/are being transported
   5. Incident Report (to be completed by the employee and the Supervisor):
      a. Staff must submit an incident report (IR) within 24 hours of the incident. Staff shall not delay the submission of an initial IR for the purposes of gathering more information. A supplemental IR may be submitted at a later date in order to document new information after the initial IR is submitted. Any supplemental IR shall be submitted within 48 hours of knowing the new information
      b. If the IR cannot be completed by the end of the work day, the staff will confer with the Supervisor to determine whether to stay and complete the form; the Supervisor will obtain approval from the Division
Director to authorize overtime pay or compensatory time in order to complete the IR.

c. The Supervisor will review the incident reports from each staff they supervise to ensure that they contain sufficient detail, prior to releasing staff at the end of the workday.

d. In preparing reports, staff must not collaborate or share information with each other; statements and event description must come independently from each staff.

e. If a staff is physically unable to prepare a report due to an injury or other unusual circumstance, the Supervisor will take a verbal report and document any statement on the IR. The Supervisor will document on the IR why the IR was not written by staff.

f. If a verbal report cannot be obtained, the Supervisor will document why in the IR.

g. A copy of the IR will be routed to the following:

- The PSM (Supervisor)
- Division Director
- DCPO
- ACPO
- CPO


h. If there is anything in the IR that indicates there might be pertinent information that should be relayed to the law enforcement agency whose officer was injured or killed, the decision will be made and communicated by the CPO.

i. Other pertinent information that should be included when possible:

- Names and contact information of all injured parties
- Names and contact information of all witnesses to the incident
- Photos of the incident area and the injuries (if possible)
- Chronological narrative of events

B. Supervisor:

1. The Supervisor is to be advised if the police/sheriff has been contacted or is already on the scene; if not called, the Supervisor is to call the police/sheriff. The Supervisor or next in command is to notify the Firearms Range Master if applicable.

   The Supervisor is to contact his/her Division Director.

   The Supervisor may respond to the scene of the incident, particularly if the location is close and the employee(s) is/are still on the scene.

   At the scene, the Supervisor is to collect/confirm additional information including who is involved, what happened and the time of the incident.
2. Supervisor will consult with the Division Director to assess whether the incident reports will be forwarded to the District Attorney’s Office for possible prosecution
3. The Supervisor will provide the employee with a Worker’s Compensation packet

C. Division Director:
   1. Upon notification by the employee(s) Supervisor, the Division Director is to contact the DCPO
   2. The Division Director is responsible for contacting the Peer Support Team Coordinator to initiate deployment.
   3. The Division Director may respond to the scene of the incident, and will gather the information provided by the Supervisor

D. Division Deputy Chief:
   1. The Division DCPO will notify the ACPO and CPO
   2. The DCPO will determine what other notifications (e.g. employee(s) family, Peer Support Team) need to be made
   3. In the event of a serious injury to an employee(s), the DCPO will convene a team to provide in person notification to the employee’s(s’) family/support members. If the employee’s(s’) immediate family reside outside of San Mateo County) arrangements will be made with the local law enforcement of that jurisdiction to make a personal notification
   4. The notification team may consist of:
      a. CPO, ACPO or DCPO
      b. Employee(s) Supervisor, Director
      c. Mental Health Support
      d. Peer Support Response Team (PSRT) member
   5. Within five (5) business days of the incident, the DCPO will convene a Review Board to review the circumstances around the incident and the team may consist of:
      a. DCPO
      b. Director
      c. Supervisor
      d. Management level Firearm Instructor
      e. Training Manager
      f. Contact County Counsel

V. DEATH OF A PROBATION STAFF IN THE LINE OF DUTY
In the event of the death of an officer while on duty, the above procedures shall be followed. In addition, the CPO will:

1. Notify Board of Supervisors (BOS)
2. Notify the President or any Board member of the Probation Detention Association
3. Notify other County Department Heads when applicable
4. Contact District Attorney’s Office
5. Notify staff
6. Handle media or press
7. Provide frequent updates

VI. DEATH OR INJURY TO ANOTHER LAW ENFORCEMENT OFFICER WHILE SUPPORTING A PROBATION OPERATION OR WHILE PROBATION SUPPORTS THE OPERATION OF ANOTHER DEPARTMENT (GTF, mutual aid, etc.)

Any San Mateo Probation Department staff who witnesses or is involved in an operation that result in the death or injury of another law enforcement officer while supporting probation operation shall follow the procedures below.

Procedures and Notifications

A. Employee(s):

1. On-site staff should immediately summon medical response.
2. Probation staff will cooperate with any investigative efforts
3. Once the situation is cleared of any threats, the highest ranking Probation staff in the operation must immediately notify the next in the chain of command. Notification is not to be made over the radio.
   a. Information to be provided includes but is not limited to: Name of employee(s) involved, location of the incident, description of injury/death, and the name of medical facility where the law enforcement officer is being taken.
4. Incident Report (to be completed by the employee and the Supervisor):
   a. Staff must submit an incident report (IR) within 24 hours of the incident. Staff shall not delay the submission of an initial IR for the purposes of gathering more information. A supplemental IR may be submitted at a later date in order to document new information after the initial IR is submitted. Any supplemental IR shall be submitted within 48 hours of knowing the new information
   b. If the IR cannot be completed by the end of the work day, the staff person(s) will confer with the Supervisor to determine whether to stay and complete the form; the Supervisor will obtain approval from the
Division Director to authorize overtime pay or compensatory time in order to complete the IR.

c. The Supervisor will review the incident reports from each staff member they supervise to ensure they contain sufficient detail prior to releasing the staff members at the end of the work day.

d. In preparing reports, staff members must not collaborate or share information with each other. Statements and event descriptions must come independently from each staff member.

e. If a staff member is physically unable to prepare a report due to an injury or other unusual circumstances, the Supervisor will take a verbal report and document any statement on the IR. The Supervisor will document on the IR why the IR was not written by the staff member(s).

f. If a verbal report cannot be obtained, the Supervisor will document why in the IR.

g. A copy of the IR will be routed to the following:
   - The PSM (Supervisor)
   - Division Director
   - DCPO
   - ACPO
   - CPO

h. If anything in the IR indicates that there might be pertinent information that should be relayed to the law enforcement agency whose officer was injured or killed, the decision will be made and communicated by the CPO.

i. Other pertinent information that should be included:
   - Names and contact information of all injured parties
   - Names and contact information of all witnesses to the incident
   - Photos of the incident area and the injuries (if possible)
   - Chronological narrative of events
   - Inventory receipt for all evidence collected

j. If Probation staff is suspected or known to be part of the cause of the injury to the other law enforcement officer, then the Probation staff will be responsible for contacting the Union.

B. Supervisor:

1. The Supervisor is to be advised if the police/sheriff has been contacted or is already on the scene
2. Should the incident involved a Probation staff deploying their weapon, the Supervisor or next in command is to notify the Firearms Range Master
3. If the operation has several staff involved from different divisions then the Supervisor will contact all the Division Directors involved in the incident
4. The Supervisor may respond to the scene of the incident, particularly if the location is close and the employee(s) is still on the scene
5. At the scene, the Supervisor is to collect/confirm additional information including all staff involved at the time of the incident (Any conflict with POBOR?)

C. Division Director

1. Upon notification by the employee(s) Supervisor, the Division Director is to contact the DCPO
2. The Director is responsible for contacting the Peer Support Team Coordinator to initiate deployment
3. The Director may respond to the scene of the incident, and will gather the information provided by the Supervisor
4. The Division Director will contact the Director of Internal Affairs to respond to the scene

D. Division Deputy Chief:

1. The DCPO will notify the ACPO and CPO
2. The DCPO will determine what other notifications need to be made

Policy Date: April 8, 2016
D. GENERAL DEPARTMENT POLICY STATEMENTS

12. Restriction on Political Activities

Federal state and local laws place certain restrictions on the political activities of County officers and employees.

Refer to County of San Mateo Administrative Memorandum C-5 for a general guideline.

Policy Date: July 21, 1997
D. GENERAL DEPARTMENT POLICY STATEMENTS

13. Child Abuse – Policy Statement and Referral Process

CHILD ABUSE – POLICY STATEMENT AND REFERRAL PROCESS

Staff working under the auspices of the Probation Department who has knowledge of, or who observes a child who she/he (1) reasonably suspects has been a victim of (2) child abuse, has a legal requirement to report the circumstances in the manner set forth in this policy.

This reporting procedure is not intended to delay or limit action necessary to deal with child abuse when an immediate crisis exists. When the victim is in immediate danger, call the police and/or take whatever steps can reasonably be taken to protect the child.

When two or more persons who are required to report are present and jointly have knowledge of a suspected instance of child abuse. When there is agreement among them, a telephone report to Social Services (3) shall be made by a member of the team selected by mutual agreement and a single report (4) shall be made and signed by such selected member of the reporting team. Any member who has knowledge that the member designated to report has failed to do so, shall thereafter make such report.

When two or more persons who are required to report have joint knowledge of a situation involving suspected child abuse, but disagree about the necessity of reporting that suspicion, or when an individual employee reasonably suspects a child abuse situation, that person who has reasonable suspicion should make the telephone contact and submit the signed report previously described.

In all instances, the telephone report should be made promptly and the signed report must be forwarded to Child Protective Services within 36 hours.

By law, child abuse situations which meet the "reasonable" measure previously described must be reported. Further, by law, any peer or superior is prohibited from interfering with the reporting process in any way.

One copy of the written report will be submitted by the reporting person to the Probation Department pertinent case file and an additional copy will be submitted to the “Child Abuse Reports File” to be maintained by the Deputy Chief Probation Officer of Juvenile Services.
Reports not related to an existing case file shall be submitted to the “Child Abuse Report File” only.

Social Services, through its Child Protective Services Program, will provide the central coordinating authority and repository for such child abuse reports coming from any agency, individual or professional within the County of San Mateo.

1. Reasonable suspicion means that it is objectively reasonable for a person to entertain such a suspicion based upon facts that could cause a reasonable person in a like position, drawing when appropriate on his or her training and experience, to suspect child abuse.

2. Child abuse means physical injury other than accidental by another person, sexual assault, willful cruelty, unjustifiable punishment, neglect, mental or emotional well-being is endangered. The last two categories may be reported.

3. Report a summary of the circumstances (including name and location of the victim) to the on-duty Child Protective Services worker in the Social Services Department (24-hour-a-day phone number 650-573-2866).

4. Department of Justice Form – “Suspected Child Abuse Report 11166 PC.”

The Child Protective Services workers will determine what additional investigations are necessary and shall elicit the aid of the appropriate local law enforcement agency to conduct such further investigation as may be needed.

The Child Protective Services, upon the conclusion of such investigation or investigations, shall take whatever action is appropriate and necessary and make all reports required by the law to be submitted to the State Attorney General’s Office.

Ref. Penal Code Sections 11165-11174

Policy Date: July 21, 1997
D. GENERAL DEPARTMENT POLICY STATEMENTS

14. Elder Abuse

ELDER ABUSE

The Welfare and Institutions Code, Chapter 4.5, Division 8.5, Sections 9381(a) and 9282 requires that any elder care custodian, medical practitioner, non-medical practitioner, or employee of an elder protective agency who has actual knowledge of elder (over 65 years of age) physical abuse is required to report the instance by telephone to the local designated elder protective agency (designated in San Mateo County to be the Long-Term Care Division of the Health Department), followed by a written report within 36 hours.

The report forms for this purpose are available in each division. A copy of the report should be forwarded to the Deputy Chief Probation Officer.

Policy Date: July 21, 1997
D. GENERAL DEPARTMENT POLICY STATEMENTS

15. Volunteers

VOLUNTEERS

Citizen volunteers offer significant contributions to the delivery of our departmental services. The uniqueness of their individual talents brings a human quality to many of our programs, which enrich our best professional efforts.

Volunteers are screened by the Court Ordered Work Program and the availability of those persons is made known to the most appropriate Division Director. Requests for volunteer assistance are made to the Court Ordered Work Program through the divisional chain of command.

Policy Date: July 21, 1997

Policy D-15 Volunteers (Revised: May 18, 1998)
D. GENERAL DEPARTMENT POLICY STATEMENTS

16. Gift Gratuities and Contributions

GIFTS, GRATUITIES AND CONTRIBUTIONS

It is the policy of the Department that no employee ever accepts, on behalf of himself, any gift, gratuity or contribution from any source when it is in any way related to his work in the Department. Except for an item of trivial value offered as a social gesture; e.g., a cup of coffee at a home, this includes any item of intrinsic value.

Offers of money or materials for departmental use from clients or other interested parties should be politely but summarily rejected. A similar offer from a non-client, non-case involved party or group should be tentatively accepted with the understanding that the offer will be referred to Administration for further development. A memo should be written to your Division Director detailing the offer and the contact person involved.

This is an extremely sensitive area; refer to San Mateo County Administrative Memorandum B-3, which sets forth the County rules for acceptance of gifts and bequests.

Policy Date: July 21, 1997

Policy D-16 Gift Gratuities and Contributions (Revised: May 18, 1998)
D. GENERAL DEPARTMENT POLICY STATEMENTS

17. Private Providers of Support Services - Policy Regarding Staff Involvement

POLICY REGARDING PRIVATE PROVIDERS OF SUPPORT SERVICES

A number of social support services for San Mateo County residents, including probationers, are available through private providers by contract with San Mateo County. We become familiar with these individuals and their organizations in the context of our identification and use of available community resources for our probationers.

The process of contracting for these services normally involves a request for proposals (RFP) from competitors and the determination of which provider should be awarded the contract. Administrative Memorandum B-1 should be referenced for county policy and procedures. It is likely that our staff could be involved at any of three phases.

1) Providers request for letters – Any such request for letters shall be referred to the Division Director. The letter from the Director will be written to verify that services have been provided in the past in a satisfactory (or unsatisfactory) fashion and not as an endorsement for a new contract. Such letters shall be processed through the office of the Chief Probation Officer.

2) Development of Request for Proposals – Some staff may be on commissions or task forces which help to develop specifics of a request for proposal for a specific service. This is a valuable way of insuring that the needs of our service population are met.

3) Selection of Provider (from RFPs submitted) – This is a difficult task, but a number of persons and perspectives make it easier. Even though a letter from our agency may be included in the materials for consideration, it exists as a documentation of past services only and NOT as an endorsement for the new contract to be awarded.

In summary, it is vitally important that no staff write a letter of support or service verification on behalf of any provider. Such requests should be referred to the Division Director and such verification letters will be routed through the office of the Chief Probation Officer. This is
necessary to ensure fair handling of those who submit proposals for contracts to the County and to avoid even an appearance of unfair advantage of one provider over another.

Policy Date: July 21, 1997
D. GENERAL DEPARTMENT POLICY STATEMENTS

18. Use of Force

During the course of one’s duties, all sworn staff (hereafter referred to as Probation Officers) utilize special powers and authority granted them by the State of California in order to operate safely. Exercise of these powers, including the use of reasonable force, is one aspect of a complement of resources that are focused upon our case management values. These values, including an observance and respect for the probationer’s rights, privileges, and well-being, guide all probation officer decisions and conduct.

The authority and ability to use deadly force does not compromise the Department’s vision or expectations of probation officer conduct. A probation officer’s firearm, or any other safety equipment, is intended to protect the probation officer and other members of the public while s/he attempts to bring recovery, positive change, and lawful conduct into the lives of those under their supervision.

I. POLICY FOR ALL USERS OF FORCE

Probation Officers shall use only that force which is reasonable, given the facts and circumstances known at the time of the event, to effectively bring an incident under control. Medical attention shall be provided to any person who sustains any injury or loss of consciousness resulting from a probation officer’s use of force. All sections of this policy are equally applicable to conduct occurring at any hour involving the use of force when such conduct occurs in the course and scope of employment.

Reasonable Force:

Probation Officers are authorized to use only that degree of force that is objectively reasonable to protect themselves or others, or to overcome resistance to their lawful authority. Probation Officers may use force in the performance of their duties in the following circumstances:

1) To prevent the commission of a public offense
2) To prevent a person from injuring himself/herself
3) To effect the lawful arrest or detention of persons resisting or attempting to evade that arrest or detention.
4) In self-defense
5) In the defense of another person
Probation Officers acting in the course and scope of their duties may not carry any implement designed as a weapon not authorized by the Probation Department.

II. LEVELS OF FORCE

When the use of force is necessary and appropriate a probation officer shall, to the extent possible, utilize a use of force option. The probation officer should use his/her training and experience to assist in determining the use of force option that is justified in responding to a particular threat or situation in no specific sequential order.

Use of Force Options:

A. Officer Presence is the presence of a probation officer, with badge or identification, communicating non-verbally his/her presence as a law enforcement officer.

B. Verbal Commands is a verbal request or command in order to obtain compliance or control or to give direction.

C. Light Touch is the light physical touch on a person to obtain a response or compliance.

D. Physical Control

1. Physical controls include touching greater than a light touch, grasping, pain compliance, superior physical strength, body weight, and handcuffs.

2. Physical controls may be used in response to actual or perceived imminent physical resistance, assault or flight. In institutions and when transporting individuals who have been detained, arrested or booked into institutions, appropriate physical controls may be used to maintain control of such individuals and to prevent escape.

3. Restraint techniques and tactics may be used to physically control combative persons. Probation officers shall only use restraint techniques after receiving training approved by the Probation Department.

E. Intermediate Force

1. A probation officer may use his personal impact weapons (including hands, feet, elbows, etc.), OC spray, Baton, Conducted Electrical Weapon (Taser) or weapon of opportunity when there is a substantial and immediate risk that death or great bodily injury will result from the actions of the subject.
2. Probation officer’s responsibilities, in the event that the use of personal impact weapon becomes necessary, the following procedure will be followed:

   a. The probation officer(s) who have applied the force on the individual will summon or render that person immediate first aid and emergency medical treatment if necessary.

   b. When such force is applied, the circumstances will be fully documented and an entry will be made during the pre-booking process to alert the jail medical staff of the fact that such force had been applied.

F. Deadly Force

1. Deadly force is that level of force which is reasonably likely to result in death or serious bodily injury. Although use of firearms is the most common example of the use of deadly force, probation officers can use deadly force by other means as well.

2. No employee will be censured if a subject is not apprehended when all methods short of the use of deadly force have been exhausted and the use of deadly force is determined by the employee to be inadvisable.

3. A probation officer may use deadly force including weapons other than a firearm only: In the necessary defense of the probation officer or another person(s) when the probation officer has reasonable cause to believe that he/she or other person(s) is in imminent danger of death or serious bodily injury.

III. POLICY SPECIFIC TO DEPARTMENT ISSUED OC SPRAY

Oleoresin Capsicum (OC), commonly referred to as “pepper spray”, is available for all authorized officers that have completed training and maintained certification. Trained personnel are authorized to use OC spray to overcome resistance of individuals lawfully arrested, subject to lawful arrest or lawfully remanded to the custody of a correctional facility.

A. General Guidelines

1. Before the issuance of OC, each probation officer shall attend approved supplemental training as recommended by P.O.S.T./STC and as approved by the Probation Department.
2. Following the completion of training, probation officers are issued and authorized to carry the department-issued model and have it immediately available for use.

3. OC spray shall only be used in dealing with actively resisting, physically aggressive or combative individuals. It shall not be used against passive resisters.

4. OC spray may be deployed against a potentially dangerous animal if the animal appears to pose an imminent threat to human safety and alternative methods are not reasonably available or would likely be ineffective.

5. OC spray shall not be used against handcuffed or otherwise mechanically restrained subjects unless the subject still presents a serious threat to the safety of the probation officer or others or to prevent significant property damage.

6. OC spray should be discharged directly into the target area at a distance greater than three feet, whenever possible.

7. When a person has been subdued by the use of OC, he/she should be decontaminated without unnecessary delay by flushing the contaminated area of the person with water. If water is unavailable, the subject should be exposed to fresh air as quickly as possible.

8. OC spray shall be replaced at manufacturer recommended intervals.

B. **Probation Officer Responsibilities:**

1. The probation officer(s) who have applied OC shall evaluate carefully the medical condition of the person sprayed, follow appropriate decontamination procedures and shall summon or render immediate first aid if necessary.

2. Each time a probation officer uses OC, the probation officer shall completely document it as required by this policy and notify an on-duty supervisor. If an arrest is made, an entry will be made on the pre-booking forms (under medical problems) to alert the jail or juvenile hall medical staff of the fact that OC had been applied.

C. **Supervisor Responsibilities:**

1. The supervisor shall review the use of force for compliance with departmental policy. The supervisor shall forward the report documenting the use of force to their Director, Deputy Chief, and Chief

IV. **POLICY SPECIFIC TO DEPARTMENT ISSUED IMPACT WEAPON**

Policy D-18, Use of Force (Revised August 21, 2018)
An Impact Weapon is an expandable-type baton and is available for all authorized officers in the Department that have completed training and maintained certification. Trained personnel are authorized to use an impact weapon to overcome resistance of individuals lawfully arrested, subject to lawful arrest or lawfully remanded to the custody of a correctional facility. Such a device may be used to gain control of a subject who is violent or who demonstrates the intent to be violent, and the use of the device appears reasonable under the circumstances.

A. General Guidelines

1. Before the issuance of an impact weapon, each probation officer shall attend approved supplemental training as recommended by P.O.S.T./STC and as approved by the Probation Department.

2. Following the completion of training, probation officers are issued and authorized to carry the department-issued model and have it immediately available for use.

3. Officers must weigh the immediate need to control a suspect against the risk of causing serious injury. The head, neck, throat, spine, heart, kidneys and groin should not be intentionally targeted except when the officer reasonably believes the suspect poses an imminent threat of serious bodily injury or death to the officer or others.

4. When using an impact weapon, officers should carefully consider potential impact areas in order to minimize injuries and unintentional targets.

5. When a person has been subdued by the use of impact weapon, he/she should be rendered medical attention, if needed as soon as it is reasonably safe for the officer to do so.

B. Probation Officer Responsibilities:

1. The probation officer(s) who have utilized an impact weapon shall evaluate carefully the medical condition of the person impacted, follow appropriate procedures to summon or render immediate first aid if necessary.

2. Each incident in which a probation officer strikes a subject with an impact weapon, the probation officer shall completely document it in an incident report as required by this policy and notify an on-duty supervisor the same day.

C. Supervisor Responsibilities:

1. The supervisor shall review the use of force for compliance with departmental policy. The supervisor shall forward the report documenting the use of force to their Director, Deputy Chief, and Chief.
V. POLICY SPECIFIC TO DEPARTMENT ISSUED TASER

A Taser is provided to probation officers as an intermediate level of force. While Tasers are generally effective in subduing most individuals probation officers should recognize the device does have limitations and they should be prepared to utilize other force options as needed.

A. Eligibility Requirements

1. All armed officers will receive training and be issued a Taser. Carrying of a Taser shall be mandatory during field related contacts and when participating in special operations.

Any officer wishing to carry a Taser must obtain written permission from the Chief Probation Officer. The authorization of a probation officer to carry a Taser while in the performance of duty is a privilege that can only be granted by the Chief Probation Officer. Acceptance of this privilege does not create a compensable liability for the Probation Department. Denial or revocation of this privilege does not, in itself, constitute a “disciplinary action” and is not appealable.

2. The Chief Probation Officer has the authority to revoke the authorization to carry a Taser at any time, with or without cause. Should the Chief Probation Officer revoke an employee’s authorization to carry a Taser, a process shall be established consisting of retraining and requalification in order to not unnecessarily limit an employee’s use of force options.

B. Method for Carrying, Displaying and Storing Tasers

1. Only department issued Tasers and Cartridges shall be used.

2. Officers are not authorized to carry department issued Tasers off duty, but may carry while en route to and from work. Carrying a Taser to and from work is strictly a transport function and is not to be construed as being on duty.

3. When not being carried, Tasers stored in a probation building shall be placed in a gun locker.

4. Officers shall ensure that at all times Tasers are stored in a manner that will keep the device inaccessible to others.

5. Officers should never hold both a firearm and the Taser at the same time unless transitioning the level of force or encountering an additional threat.
6. Officers who are unarmed, but authorized to carry a Taser, shall carry OC spray and a Taser at all times while on duty.

C. **Maintenance**
   1. Officers are responsible for ensuring their issued Taser is properly maintained and in good working order.

D. **Inspection**
   1. Officers should conduct a safety inspection prior to going into the field, including a spark test.

E. **Training**
   1. Any probation officer authorized to carry a Taser must satisfactorily complete all required departmental training and must meet all requirements set forth in these policies or otherwise required by the Department. It shall be the responsibility of the Firearms Instructor to ensure that a program of training, providing at least minimum standards required by these policies, is provided to probation officers authorized or applying for authorization to carry a Taser.

   Officers must demonstrate proficiency in the use of Tasers on an annual basis.

F. **General Guidelines**
   1. Officers may deploy a Taser when circumstances known to the probation officer at the time indicate there is an imminent risk of bodily injury to themselves or others or when a person is physically resisting a lawful arrest. As with OC Spray, Tasers are to be used as a defensive measure only.

   2. Mere flight or threat of flight from a pursuing officer, without other known circumstances, is not sufficient cause to deploy a Taser for the purpose of apprehension.

   3. The Taser may be deployed against a potentially dangerous animal if the animal appears to pose an imminent threat to human safety and alternative methods are not reasonably available or would likely be ineffective.

   4. When practical and circumstances allow, a verbal warning of the intended use of the Taser shall proceed its actual use, unless it would otherwise endanger the safety of the officer or others. The verbal warning is intended to allow an individual the opportunity to comply, as well as alert other officers that a Taser may be deployed.

   5. If after a verbal warning an individual does not comply with a probation officer’s lawful orders and if it appears both reasonable and practical under the

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Policy D-18, Use of Force (Revised August 21, 2018)
circumstances, the officer may, but is not required to, display the laser in a further

Policy D-18, Use of Force (Revised August 21, 2018)
attempt to gain compliance. This may also include display of the electrical arch, display of the laser, or both.

6. When feasible, Officers deploying a Taser should be supported by at least one other officer capable of providing immediate cover.

7. Officers shall not intentionally aim the Taser into the eyes of another and shall not intentionally target sensitive areas such as the head, neck, face and genitals of an individual.

8. Officers shall make reasonable efforts to target the lower center of mass on the front of an individual and the center mass on the back of an individual.

9. The use of Tasers on certain individuals such as the elderly, small children, visibly frail, passively resistive individuals, individuals known to be pregnant or individuals in close proximity to flammable substances should be avoided, unless circumstances known to the probation officer at the time indicate there is an imminent risk of great bodily injury to themselves or others.

G. **Deployment**

1. Probation officers shall deploy one standard cycle of the shortest duration of Taser exposure objectively reasonable to accomplish lawful objectives. If the first application appears to be ineffective in gaining control of an individual and circumstances allow, probation officers should reassess and consider if the individual has the ability and/or has been given the reasonable opportunity to comply or if the use of verbal commands or other tactics may be more effective. This does not preclude a probation officer from deploying multiple, applications of a Taser on individuals when an individual continues to pose a threat to the safety of officers or others.

H. **Probation Officer Responsibilities Post Deployment:**

1. Secure the subject with the appropriate restraint device or department approved restraint technique. Probation officers are to use caution that any restraint device or technique does not impair the breathing of the subject.

2. Request medical personnel to respond to the scene as soon as possible and render first aid as necessary.

3. Probation officers should leave the probes imbedded in the skin. Unless there are extenuating circumstances, only appropriately trained medical personnel should remove the probes from the individual.
4. Any individual exhibiting signs of distress shall be transported to the hospital by medical personnel. Individuals cleared on the scene by qualified personnel shall be transported to the hospital by probation staff for medical clearance prior to booking.

5. Used Taser probes shall be considered biohazards and universal precautions should be used.

6. All evidence of probe strikes including probes, wires and expended cartridges will be collected and booked into evidence with the law enforcement agency having jurisdiction over the location of the incident.

7. Probation officers shall notify their direct supervisor immediately or as soon as circumstances allow.

8. Officer shall document the Taser deployment in an Incident Report within 24 hours, with copies to their direct supervisor, Division Director and Division Deputy Chief. Incident Reports shall include a detailed description of the incident, the Taser cartridge’s serial number and a list of all evidence collected. If a probation officer is unable to collect post deployment evidence, justification for not collecting such evidence shall be documented in the report.

9. The On-Board Taser memory shall be downloaded through the data port and saved by the DCPO overseeing the firearms program or their designee.

VI. POLICY SPECIFIC TO DEPARTMENT ISSUED FIREARMS

The Probation Department has the authority to designate specific positions or assignments as requiring or not requiring the issuance of a firearm. Likewise, authorization to carry a firearm does not enhance an employee’s career advancement or performance evaluation in any manner.

A. Status and Authority to Carry a Firearm

1. Members of the Probation Department who are classified as “Peace Officers,” per Section 830.5 of the Penal Code, may carry and utilize firearms while on duty if authorized by the Chief Probation Officer.

2. Section 830.5(d) of the Penal Code requires that persons permitted to carry firearms pursuant to this section, either on or off duty, shall meet the training requirements of Section 832 of the Penal Code and qualify with the firearm at least quarterly. The employee must also be specifically authorized to carry a firearm while on duty by the Chief Probation Officer and only under the terms and conditions as stipulated in this policy.

3. While a probation officer always has the status of a “Peace Officer” (830.5...
PC), he/she may only exercise the authority of a probation officer while engaging in the performance of their official duties. A probation officer has the authority to exercise peace officer powers while off duty, but not acting as a San Mateo County Deputy Probation Officer. Whether an officer is on duty or off duty is a determination made by the Department. Officers are authorized to render themselves on-duty in response to what they reasonably believe to be an imminent threat of death or serious bodily injury to themselves or others. Furthermore, when off duty, a probation officer has the same rights to make an arrest as a private citizen and, in so doing, is acting as a private citizen, not as a probation officer. A probation officer who carries a concealed weapon off duty does so at his/her own risk and without the authorization of the Probation Department. Under this policy, all probation officers are prohibited from carrying any department issued firearm, when off duty.

4. The authorization of a probation officer to carry a firearm while in the performance of duty is a privilege that can only be granted by the Chief Probation Officer. Acceptance of this privilege does not create a compensable liability for the Probation Department. Denial or revocation of this privilege does not, in itself, constitute a “disciplinary action” and is not appealable.

5. The designated firearm instructor and/or the probation officer’s supervisor may recommend to the Chief Probation Officer the suspension/revocation of a probation officer’s authorization to carry a firearm in the performance of his/her duties.

6. A Probation Services Manager, Division Director, Deputy Chief Probation Officer, Assistant Chief Probation Officer or Chief Probation Officer may, at any time, terminate an officer’s authorization to carry a firearm and must follow through, within two working days, by filing a report with the Chief Probation Officer, justifying said action.

B. Eligibility Requirements

1. Probation officers desiring to carry firearms in the performance of their duties must be in good standing with the Department. For the purpose of this policy, “good standing” shall be defined as “possessing and consistently demonstrating attributes indicative of good judgment, professional conduct, and trustworthy character.” Minimally, it must include but not be limited to the following:

a. Passing psychological screening.

b. The officer has successfully completed their probationary period.
c. Being evaluated at a satisfactory level during the same year that the arming application is submitted.

d. Not being the subject of disciplinary action or other adverse action during the 24 months prior to the date the arming application is submitted.

e. Complete all perquisites before being armed.

2. Probation officers desiring to carry firearms in the performance of their duties must successfully complete firearms training and qualify with the firearm that they are authorized to carry while on duty.

3. Permission for probation officers to carry firearms must be in writing from the Chief Probation Officer.

4. Once a probation officer is authorized to carry a firearm they are required to be armed at all times while on duty.

5. All training requirements as stipulated by the Firearms Instructor are to be satisfied.

6. Firearms may be used on an approved range or during other approved training, practice, or qualification when authorized by the Firearms Instructor.

7. Firearms shall not be discharged under the following circumstances:

   a. As a warning.

   b. At a fleeing person or vehicle, unless they represent an immediate life threat to an officer’s safety.

8. Except for cleaning purposes, storage, and training, the firearm shall not be removed from the holster unless the probation officer reasonably determines that there is or can be a clear and present danger to life. In making that determination, it is not necessary for the probation officer to wait until an individual is actually being assaulted or otherwise under attack before the firearm can be drawn. A firearm may be drawn in preparation of that danger. If, however, that clear and present danger fails to materialize or is otherwise controlled, the firearm shall be re-holstered.

C. Method for Carrying, Displaying and Storing Firearms

Policy D-18, Use of Force (Revised August 21, 2018)
1. Probation officers authorized to carry firearms shall only carry firearms which have been issued by the San Mateo County Probation Department or approved by the Chief Probation Officer and with which the probation officer has qualified pursuant to these policies. Likewise, officers shall only use department approved equipment intended for use in connection with the carrying and storage of the department’s firearm (with the exception of cleaning equipment). This shall include ammunition, holsters, trigger locks, or any other equipment deemed necessary by the Chief Probation Officer.

2. Probation officers authorized to carry a firearm must carry both intermediary use of force weapons (OC spray and Taser) during any field contact and must wear at least one intermediary use of force weapon when carrying a Department issued firearm in the office.

3. A back-up, fully loaded ammunition magazine shall be carried anytime a probation officer is carrying a department issued firearm.

D. Authorized Methods for Carrying Firearms in Public

1. See Policy B-10 (Dress Code, Section A., 5. and 6.)

2. How a probation officer carries a firearm (and any other safety or restraint equipment) is dependent upon the officer’s objective(s), the officer’s assessment of risk (to themselves, other officers, and the public) and current officer safety practices.

3. **Tactical or High Profile Field Contact:** Firearm carried, unconcealed, in department authorized holster on duty belt with Taser, OC Spray, two extra fully loaded magazines, and Handcuffs. The probation officer shall also have on a ballistic vest and carry a department issued radio. Clip on badge or neck chain that bears the officer’s badge.

4. **Convertible or Low Profile Field Contact:** Firearm carried, concealed, in department authorized holster, along with one intermediary force option (Taser or OC spray), handcuffs and a second, fully loaded, magazine. The probation officer shall also have on a ballistic vest and carry a department issued radio. Clip on badge or neck chain that bears the officer’s badge.

5. **Training (that does not require athletic activities) and Business or Non-Probationer Field Contacts:**

Policy D-18, Use of Force (Revised August 21, 2018)
Firearm carried, concealed, in department authorized holster, along with one intermediary force option (Taser or OC spray), handcuffs and a second, fully loaded, magazine. Clip on badge or neck chain that bears the officer’s badge.

6. The authorized and approved firearm must be encased in an approved holster.

7. The San Mateo County Probation Department badge must be displayed in close proximity to the weapon.

8. The firearm’s ammunition magazine will be fully loaded and a round chambered (and safety on if so equipped) when it is carried on duty.

9. When in the field and traveling to and from work, the firearm shall not be left where it is vulnerable to theft or use by others.

10. While working in the office, the probation officer may wear the firearm without concealment. The probation officer may utilize an alternative “concealed carry” holster so long as it has been approved by the department. The probation officer must always carry a second, fully loaded, magazine, handcuffs and one intermediary force option (Taser or OC).

11. When at home, firearm safety and security is the responsibility of the probation officer. Department firearms must not be stored in a manner that violates the California Penal Code or other laws governing the safe storage of firearms. All department-issued weapons that are kept anywhere outside of a department-designated site MUST include a lock and stored unloaded, in a locked box.

12. Any probation officer may, for the purpose of practice and developing skill, use a department-issued firearm at any licensed firing range off duty. The probation officer engaging in such practice does so at his/her own risk and expense.

E. Ownership and Procurement of Firearms

Probation officers shall only carry Department issued firearms Department approved firearm-related equipment while on duty or when traveling to and from work. The only exception to this is disposable equipment such as cleaning supplies and ammunition that a probation officer may purchase for the purpose of their own personal practice. The probation officer is solely responsible for such expenditures.
1. Firearms and ammunition should be kept in the possession of the probation officer at all times when in the field and shall not be left unattended in vehicles unless secured in a department issued vehicle lock box.

2. Holsters – A holster shall be issued with each department-issued firearm for use while on duty. Only a department approved holster may be used. The probation officer may utilize an alternative “concealed carry” holster so long as it has been approved by the department. The probation officer must demonstrate proficiency with all holsters before they may be utilized them on duty. “Proficiency” is demonstrated by an officer’s ability to safely operate the holster’s safety features and qualify with the holster at the firing range. Alternative concealed carry holster, not issued by the department, are purchased at the probation officers own expense.

3. Ammunition – Only department approved ammunition shall be used with a Department issued firearm

F. Repair and Maintenance

1. Repairs to any firearm carried while on duty shall be made only by a factory-authorized armorer. There will be no mechanical alterations made to the service weapon. An armorer or weapons factory representative shall only open the faceplate of the weapon. All weapons must meet factory specifications.

2. Probation officers are responsible for the general maintenance and cleaning of personal or department-issued firearms. Probation officers must ensure that a factory-authorized armorer makes a safety inspection and internally cleans all firearms carried by probation officers annually. Probation officers shall clean firearms after each session of firing. Any repairs of a department-issued firearm must be pre-authorized by the Department and paid for through the Department’s Accounting Office.

G. Inspection

1. All firearms must be inspected for cleanliness and operation by a firearms instructor (or a supervisor trained to do so) on a quarterly basis.

H. Ballistic Sample

1. The Department’s firearms’ records will include a “ballistic sample” from each of its firearms. That sample shall consist of one bullet fired from each firearm into material that will clearly show the weapons rifling. If the firearm’s barrel is replaced, a new sample will be dated and submitted to the

Policy D-18, Use of Force (Revised August 21, 2018)
Department’s records. Samples are not to be discarded until the firearm is destroyed.

I. Training

1. Any probation officer authorized or applying for authorization to carry a firearm must satisfactorily complete all required departmental training and must meet all requirements set forth in these policies or otherwise required by the Department.

2. It shall be the responsibility of the Firearms Instructor to ensure that a program of training, providing at least minimum standards required by these policies, is provided to probation officers authorized or applying for authorization to carry firearms.

3. It shall be the responsibility of the Firearms Instructor to monitor compliance with training qualifying requirements of each probation officer authorized to carry a firearm. The Firearms Instructor shall inform the Supervising Probation Officer of probation officers who fail to comply with training requirements.

J. Qualifications

Required training shall include successful completion of an approved course on firearms, pursuant to Section 832 of the Penal Code, a course on the Department’s firearms policies and such other training as set forth in these policies or otherwise required by the Department. Notwithstanding any training provided by the Department, the burden of developing the proficiency necessary to pass a department-authorized “qualifications test” rests solely with the probation officer.

1. The Firearms Instructor shall monitor all legislative and policy changes relating to the use of firearms by Peace Officers and shall provide necessary updated training in a timely manner.

2. The Departmental Training Unit shall maintain records of the training of all probation officers authorized to carry firearms and shall notify the Chief Probation Officer and the appropriate supervising probation officer when any such probation officer is not in compliance with the Department’s training requirements.

3. The firearms instructor must certify any probation officer authorized to carry and use a firearm as currently qualified to do so.

4. The PASS/FAIL score for each type of firearm shall be established by the Firearms Instructor and in accordance with state standards. A PASS or FAIL shall
be entered into the probation officer’s official records for each qualification.

5. Probation officers shall comply with the Department’s policies and the Firearms Instructor’s directions.

6. The Training Unit shall arrange/schedule courses necessary to administer a firearms qualification program in liaison with the Firearms Instructor that ensures reasonable competency among all probation officers authorized to carry firearms.

7. Each probation officer authorized to carry a firearm shall qualify quarterly as mandated in Penal Code Section 830.5.

8. Any probation officer who fails to qualify within the time limit shall have his/her authorization to carry a firearm suspended. This suspension will remain in effect until the individual receives additional training and qualifies. Continued failure to qualify will result in revocation of the authorization to carry a firearm.

9. Upon transfer to a non-armed assignment/position or termination of employment, an armed probation officer shall surrender his/her department-issued weapon related equipment to the Firearms Instructor.

10. Any probation officer who requests and receives the Chief Probation Officer’s approval for reissue of a firearm after being absent for a period of six months or longer shall complete the standard firearms range familiarization course, unless quarterly qualification schedule has been maintained. In addition, the probation officer shall re-quality on an approved range before any firearm shall be reissued. The returning probation officer shall also receive and review all firearms training material provided to other probation officer during the absence.

11. Special qualification will only be arranged in emergency situations approved by Senior Management.

12. The Training Unit and/or the Firearms Instructor shall maintain an automated quarterly firearm qualification report accessible to the Chief Probation Officer.

13. A probation officer may, with the supervisor’s approval, be authorized additional on-duty hours for practice to improve proficiency in the use of a firearm. Arrangements will be made for additional firearm practice under the supervision of the Firearms Instructor.

14. Anytime an armed probation officer is absent from duty (on leave, Workers Compensation case, etc…) for longer than 90 days that probation officer must surrender their firearm to the range master or his/her designee.

Policy D-18, Use of Force (Revised August 21, 2018)
VI. BACK-UP WEAPONS

A. A back-up weapon is issued by the department and carried by an armed probation officer in conjunction with their other department-issued firearm while in the performance of their duties. Back-up weapons are defensive tools carried by authorized armed staff that have fulfilled the required training/qualifications.

B. Only a department issued back-up weapon shall be used while on duty and the back-up weapon shall not be modified.

C. Prior to carrying a back-up weapon, the probation officer shall submit a written request for authorization to carry a back-up weapon to the Lead Firearms Instructor.

D. After receiving the request from the probation officer, the Lead Firearms Instructor will forward the request to the Chief Probation Officer for approval. The form will then be returned to the Lead Firearms Instructor.

E. If the authorization to carry a back-up weapon is granted, the probation officer shall be issued a department approved firearm as their second or backup weapon. The officer must then demonstrate proficiency with that weapon by shooting a qualifying score on the department’s back-up weapon qualification course of fire prior to carrying the firearm in the field. Probation officers will need to qualify with the backup weapon on a quarterly basis.

F. Probation officers attempting to qualify with their back-up weapon will be given 3 opportunities to shoot a qualifying score (all attempts must take place on the same day). If a probation officer fails to shoot a qualifying score, then he/she will not be authorized to carry the weapon in the field.

G. If a probation officer fails to qualify with their back-up weapon, he/she is responsible for any and all remediation training. The Department is not obligated to provide the probation officer additional training or range time to improve their proficiency with this weapon. The officer will be given the opportunity at the next quarterly qualification day to qualify with their back-up weapon.

H. Since it is considered to be a back-up or secondary weapon, this weapon shall only be carried in conjunction with the department-issued firearm, not in lieu of the department-issued firearm.

I. Back-up weapons are to be carried in an approved holster that is attached to their load bearing vest or in an approved ankle holster.

J. The storage of this weapon when not being worn by the probation officer, shall meet the firearm storage guidelines set forth in Department Policy D-18.
K. The Lead Firearms Instructor will be responsible for maintaining a record of probation officers authorized to carry a back-up weapon, back-up weapon make/model/serial numbers, and back-up weapon qualifications.

L. The ammunition used in a backup weapon must meet Department specifications pursuant to Policy D-18.

M. The Department will supply duty-ammunition for the back-up weapon, which shall be used by probation officers authorized to carry a back-up weapon.

VII. FIREARM INSTRUCTOR

A. The Firearms Instructor must be qualified through an approved Rangemaster School, e.g., Federal Bureau of Investigation or State Department of Justice:

1. To conduct the firearms qualification and re-qualification as required by these Departmental policies.

2. To conduct such shooting range and additional firearms-related training as the Firearms Instructor deems appropriate and necessary.

3. To provide a firing range program for use by Probation Department personnel.

4. To establish and enforce such rules of conduct on the shooting range as the Firearms Instructor deems necessary for the safe operation of the shooting range and the safety of those using it.

5. To notify the Chief Probation Officer in writing of any probation officer who fails to qualify after the third attempt on the same day.

6. To observe the handling of firearms by probation officer and to report any firearms safety violations and to take any other action, which he/she deems necessary, including confiscation of a probation officer’s firearm.

7. With assistance from the Training Unit, maintain firearms training records for all probation officers authorized to carry firearms.

8. With assistance from the Department’s Storekeeper, maintain an inventory of all weapons, ammunition, and equipment issued to probation officer and/or weapons ammunition, and equipment, which probation officers have been authorized to use.
9. To inspect weapons, ammunition, and equipment for safety; to maintain inspection records; and to take action which the Firearms Instructor deems necessary, including confiscation of a probation officer’s weapon, ammunition, and equipment, when unsafe weapons, ammunition and/or equipment are discovered.

10. To confiscate and/or take control of a department-issued firearm of any probation officer that fails to achieve a qualifying score and/or exhibits inappropriate behavior while on the range. A written report must be submitted to the Chief Probation Officer within three (3) working days on any incident involving the confiscation of a firearm or ammunition.

VIII. ADMINISTRATIVE REVIEW

A. The San Mateo County Probation Department will not, without legal cause, interfere in an employee’s citizen’s right to own or possess a firearm; however, it reserves the right to investigate any incident that involves an officer’s use of a firearm whether that incident occurs on or off duty. As a result, it is the duty of every officer to assist the Department to carry out the procedures below.

B. A written report by the involved officer must be submitted to the probation officer’s immediate supervisor as soon as possible but no later than twenty-four (24) hours of the incident with copies to the Division Director, Chief of the Division, Assistant Chief Probation Officer and the Chief Probation Officer. The report of the unintentional discharge of a weapon will describe the circumstances (or precipitating events) of the incident in detail, the reason for the probation officer’s action, and the names of all persons involved or present.

C. If a probation officer unintentionally discharges a weapon during the course of his or her duties, the Chief Probation Officer will review each incident with County Counsel to obtain counsel’s assessment of the propriety of an investigation. The Chief Probation Officer, or his designee, will begin, within twenty-four hours, an investigation of the incident and provide findings of that investigation to County Counsel.

D. It is the responsibility of the employee’s immediate supervisor to conduct ongoing assessments of his/her suitability to remain armed.

IX. SANCTIONS

A. Failure by a probation officer to abide by the Firearms Policy and the Procedure of the San Mateo County Probation Department shall provide a

Policy D-18, Use of Force (Revised August 21, 2018)
basis for disciplinary action up to and including termination.

X. REPORTING THE USE OF FORCE

A. For the purpose of this section, “reportable force” means:

1. Physical control when the person is injured or claims to be injured;
2. Use of force greater than light touch for self-defense against assault;
3. Use of any instrument or device, including use of a chemical agent;
4. Use of deadly force; or,
5. When the probation officer finds it necessary to strike a subject with his/her fist, a flashlight, or any other object.

B. Report use of force in correctional facilities

1. When a probation officer uses reportable force in a juvenile facility, the probation officer shall complete an “Incident Report” documenting the use of force.

2. When the use of force involves criminal activity by the minor (such as a violation of Penal Code Section 148), the probation officer shall forward a copy of the incident report directly to the minor’s officer of record.

C. Documentation of the use of force

1. All reports documenting the use of force shall include a description of the act or acts by the subject which required the use of force, a description of the defensive acts or actions taken to overcome assault or resistance by the subject, the name of the probation officer and all witnesses, and a description of all evidence regarding the incident. If the probation officer is requesting that criminal charges be filed against the subject, the probation officer should note that in his/her report.

2. All evidence regarding the incident shall be made available by the probation officer to the minor’s probation officer of record as soon as practical.

D. Supervisor responsibilities regarding the use of force

1. Supervisors shall be responsible for reviewing, as soon as practical, incidents where reportable force is used by subordinates under their command during their tour of duty.

Policy D-18, Use of Force (Revised August 21, 2018)
### D. GENERAL DEPARTMENT POLICY STATEMENTS

18a. Applications to Carry a Firearm

---

**FIREARM INFORMATION – PART A**

<table>
<thead>
<tr>
<th>TO: John Keene, Chief Probation Officer</th>
</tr>
</thead>
</table>

I, ________________________________, Deputy Probation Officer, have completed an approved firearm training program and have completed the prerequisites to carry a firearm. I request permission to carry the following firearm in the performance of my official duties:

<table>
<thead>
<tr>
<th>Make:</th>
<th>Model:</th>
<th>Caliber:</th>
</tr>
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<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Serial #:</td>
<td>Ownership:</td>
<td></td>
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</table>

I make this request for the following reasons:

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- 

I understand that permission to carry a firearm is a privilege, not a right, and, if granted, may be revoked by the Chief Probation Officer at any time.

<table>
<thead>
<tr>
<th>Print Name of Applicant</th>
<th>Signature of Applicant</th>
<th>Date</th>
</tr>
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<table>
<thead>
<tr>
<th>Print Name of Firearms Instructor</th>
<th>Recommend</th>
<th>Oppose</th>
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<tbody>
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Comments:

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<table>
<thead>
<tr>
<th>Signature of Firearms Instructor</th>
<th>Date</th>
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</table>
# APPROVAL – PART B

This document is to be sent to the following people in the following order:

<table>
<thead>
<tr>
<th>Print Name of Probation Services Manager</th>
<th>Recommend</th>
<th>Oppose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments:</td>
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</table>

Signature of Probation Services Manager

<table>
<thead>
<tr>
<th>Print Name of Director</th>
<th>Recommend</th>
<th>Oppose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments:</td>
<td></td>
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</table>

Signature of Director

<table>
<thead>
<tr>
<th>Print Name of Deputy Chief</th>
<th>Recommend</th>
<th>Oppose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments:</td>
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</tbody>
</table>

Signature of Deputy Chief

<table>
<thead>
<tr>
<th>Print Name of Assistant Chief Probation Officer</th>
<th>Recommend</th>
<th>Oppose</th>
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<tbody>
<tr>
<td>Comments:</td>
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</table>

Signature of Assistant Chief Probation Officer

<table>
<thead>
<tr>
<th>Print Name of Chief Probation Officer</th>
<th>Recommend</th>
<th>Oppose</th>
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<td>Comments:</td>
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</table>

Signature of Chief Probation Officer
REQUIRED FIREARMS TRAINING COURSES

THE FOLLOWING COURSES MUST BE TAKEN PRIOR TO AUTHORIZATION AND ISSUANCE OF A FIREARM. TO REMAIN ELIGIBLE TO CARRY A FIREARM, ALL COURSE UPDATES MUST BE COMPLETED WITHIN THE EXPECTED TIMEFRAMES– PART C

<table>
<thead>
<tr>
<th>Class</th>
<th>Date Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPR Medic First Aid (Update every two years)</td>
<td></td>
</tr>
<tr>
<td>Defensive Tactics (Annual Update)</td>
<td></td>
</tr>
<tr>
<td>Pepper Spray (Annual Update)</td>
<td></td>
</tr>
<tr>
<td>Field Safety and Tactics</td>
<td></td>
</tr>
<tr>
<td>Radio Protocol</td>
<td></td>
</tr>
<tr>
<td>Weapon Retention (Annual Update)</td>
<td></td>
</tr>
<tr>
<td>Firearms Recognition and Protocol <em>(Must be completed within two years of application date)</em></td>
<td></td>
</tr>
<tr>
<td>Firearms Continuum of Force <em>(Must be completed within two years of application date)</em></td>
<td></td>
</tr>
<tr>
<td>PC 832 Firearms Range Training **</td>
<td></td>
</tr>
<tr>
<td>Conducted Electrical Weapons (Taser) Training **</td>
<td></td>
</tr>
</tbody>
</table>

* Course includes Civil Liability and De-escalation of Force components
** Course to be completed following a psychological evaluation

Name of Training Manager

I have verified that Deputy Probation Officer ________________________________ has successfully completed all of the above-required courses.

Signature of Training Manager      Date
D. GENERAL DEPARTMENT POLICY STATEMENTS

18b. Discharge of a Firearm Incident Report

INCIDENT INFORMATION – SECTION I

THIS FORM IS TO BE COMPLETED BY BOTH THE INVOLVED PROBATION OFFICER AND THE PROBATION SERVICES MANAGER CONDUCTING THE INVESTIGATION

<table>
<thead>
<tr>
<th>Type of Incident:</th>
<th>Date/Time of Occurrence:</th>
<th>Location of Occurrence:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

Name of Probation Officer Involved: 

| Unit: Work Phone: |
|-------------------|--------------------|
|                   |                    |

<table>
<thead>
<tr>
<th>Cell Phone:</th>
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<tbody>
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</table>

Business Address:

<table>
<thead>
<tr>
<th>Street: City:</th>
</tr>
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<table>
<thead>
<tr>
<th>State: Zip:</th>
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</table>

Was a Police Report Filed?

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
</table>

Police Report Number:

<p>| |</p>
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<tr>
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Name of Probation Services Manager (PSM) Informed:

<table>
<thead>
<tr>
<th>Date/Time PSM was Informed:</th>
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<table>
<thead>
<tr>
<th>PSM Work Phone:</th>
</tr>
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<tbody>
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<table>
<thead>
<tr>
<th>PSM Cell Phone:</th>
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<tbody>
<tr>
<td></td>
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</table>

Did PSM Respond to Scene:

<table>
<thead>
<tr>
<th>YES</th>
<th>NO</th>
</tr>
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<tbody>
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Manner in which PSM was informed:

<p>| |</p>
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</table>
**DISCHARGE OF A FIREARM INCIDENT REPORT**

**SUBJECT INFORMATION – INJURED PARTY – SECTION II**

<table>
<thead>
<tr>
<th>Name of Injured Party:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Street:</td>
<td>City:</td>
</tr>
<tr>
<td>State:</td>
<td>Zip:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address of Injured party:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Phone:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DOB: Day/Month/Year</th>
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</thead>
<tbody>
<tr>
<td>PDS#:</td>
</tr>
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</table>

**WITNESS INFORMATION – SECTION III**

INCLUDE FURTHER WITNESS INFORMATION ON ADDITIONAL SHEET STATEMENTS FROM WITNESSES MAY BE ATTACHED ON A SEPARATE SHEET.

<table>
<thead>
<tr>
<th>Name of Witness #1:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street:</td>
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</table>

<table>
<thead>
<tr>
<th>City:</th>
<th>Address of Witness:</th>
</tr>
</thead>
<tbody>
<tr>
<td>State:</td>
<td>Zip:</td>
</tr>
</tbody>
</table>

| Home Phone:         | Cell Phone:         |

<table>
<thead>
<tr>
<th>DOB of Witness #1: Day/Month/Year</th>
</tr>
</thead>
</table>

Policy D -18b Discharge of a Firearm Incident Report (Revised: October 2006)
## DISCHARGE OF A FIREARM INCIDENT REPORT

<table>
<thead>
<tr>
<th>Name of Witness #2:</th>
<th></th>
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<tbody>
<tr>
<td>Street:</td>
<td></td>
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<tr>
<td>City:</td>
<td></td>
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<tr>
<td>State:</td>
<td>Zip:</td>
</tr>
<tr>
<td>Home Phone:</td>
<td>Cell Phone:</td>
</tr>
<tr>
<td>DOB of Witness #2:</td>
<td>/<strong><strong>/</strong></strong> Day Month Year</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Name of Witness #3:</th>
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<tbody>
<tr>
<td>Street:</td>
<td></td>
</tr>
<tr>
<td>City:</td>
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<tr>
<td>State:</td>
<td>Zip:</td>
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<tr>
<td>Home Phone:</td>
<td>Cell Phone:</td>
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<tr>
<td>DOB of Witness #3:</td>
<td>/<strong><strong>/</strong></strong> Day Month Year</td>
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<tr>
<th>Name of Witness #4:</th>
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<td>Street:</td>
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<tr>
<td>City:</td>
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<td>State:</td>
<td>Zip:</td>
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<tr>
<td>Home Phone:</td>
<td>Cell Phone:</td>
</tr>
<tr>
<td>DOB of Witness #4:</td>
<td>/<strong><strong>/</strong></strong> Day Month Year</td>
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</tbody>
</table>

Policy D-18b Discharge of a Firearm Incident Report (Revised: October 2006)
DISCHARGE OF A FIREARM INCIDENT REPORT

<table>
<thead>
<tr>
<th>Name of Witness #5</th>
<th>Address of Witness #5</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Street:</td>
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<tr>
<td></td>
<td>City:</td>
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<tr>
<td></td>
<td>State: Zip:</td>
</tr>
<tr>
<td></td>
<td>Home Phone: Cell Phone:</td>
</tr>
<tr>
<td>DOB of Witness #5</td>
<td>/ _____ / _____ Day Month Year</td>
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<table>
<thead>
<tr>
<th>Name of Witness #6</th>
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<tr>
<td>DOB of Witness #6: / _____ / _____ Day Month Year</td>
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<table>
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<tr>
<th>Name of Witness #7</th>
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<td></td>
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<tr>
<td>DOB of Witness #7: / _____ / _____ Day Month Year</td>
</tr>
</tbody>
</table>

Policy D -18b Discharge of a Firearm Incident Report (Revised: October 2006)
D. GENERAL DEPARTMENT POLICY STATEMENTS

18c. Application to Carry a Taser

TO: John Keene, Chief Probation Officer

 I, ____________________________, Deputy Probation Officer, have completed an approved Taser training program and have completed the prerequisites to carry a Taser. I request permission to carry a Taser in the performance of my official duties:

<table>
<thead>
<tr>
<th>Serial#</th>
<th>Cartridge#</th>
<th>Holster#</th>
</tr>
</thead>
</table>

I make this request for the following reasons:

I understand that permission to carry a Taser is a privilege, not a right, and, if granted, may be revoked by the Chief Probation Officer at any time.

Print Name of Applicant  Signature of Applicant  Date

Print Name of Firearms Instructor  Recommend  Oppose

Comments:

Signature of Firearms Instructor  Date

APPLICANTS MUST HAVE TAKEN ALL REQUIRED TRAINING COURSES PRIOR TO AUTHORIZATION AND ISSUANCE OF A TASER

APPROVAL – PART B
THIS DOCUMENT IS TO BE SENT TO THE FOLLOWING PEOPLE IN THE FOLLOWING ORDER:

<table>
<thead>
<tr>
<th>Print Name of Probation Services Manager</th>
<th>Recommend</th>
<th>Oppose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments:</td>
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Signature of Probation Services Manager

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<tr>
<th>Print Name of Director</th>
<th>Recommend</th>
<th>Oppose</th>
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Signature of Director

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<tr>
<th>Print Name of Deputy Chief</th>
<th>Recommend</th>
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Signature of Deputy Chief

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<th>Print Name of Assistant Chief Probation Officer</th>
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Signature of Assistant Chief Probation Officer

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<th>Print Name of Chief Probation Officer</th>
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Signature of Chief Probation Officer

released per SB 978 on 1/1/21
REQUIRED TRAINING COURSES

THE FOLLOWING COURSES MUST BE TAKEN PRIOR TO AUTHORIZATION AND ISSUANCE OF A TASER. TO REMAIN ELIGIBLE TO CARRY A TASER, ALL COURSE UPDATES MUST BE COMPLETED WITHIN THE EXPECTED TIMEFRAMES– PART C

<table>
<thead>
<tr>
<th>Class</th>
<th>Date Completed</th>
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<tr>
<td>CPR Medic First Aid (Update every two years)</td>
<td></td>
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<tr>
<td>Defensive Tactics (Annual Update)</td>
<td></td>
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<tr>
<td>Pepper Spray (Annual Update)</td>
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<tr>
<td>Field Safety and Tactics</td>
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<tr>
<td>Radio Protocol</td>
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<tr>
<td>Weapon Retention (Annual Update)</td>
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<tr>
<td>Firearms Recognition and Protocol *(Must be completed within two years of application date)</td>
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<tr>
<td>Firearms Continuum of Force *(Must be completed within two years of application date)</td>
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<tr>
<td>Conducted Electrical Weapons (Taser) Training</td>
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* Course includes Civil Liability and De-escalation of Force components

Name of Training Manager
I have verified that Deputy Probation Officer has successfully completed all of the above-required courses.

Signature of Training Manager

Date

released per SB 978 on 1/1/21
D. GENERAL DEPARTMENT POLICY STATEMENTS

19. Use of Authority

POLICY FOR THE USE OF ARREST AUTHORITY

A Probation Officer or Group Supervisor is a peace officer whose authority to arrest extends to conditions of probation of any person in this State on probation, to the escape of an inmate or ward from a local institution, to the transportation of such persons and to making an arrest of any individual when the Probation Officer or Group Supervisor has reasonable cause to believe a crime has been committed when discovered in the course of and arises in connection with this employment.

The Department does not expect or require a Probation Officer or Group Supervisor to risk life or injury in carrying out this responsibility. When making an arrest (with or without a warrant) of a probationer who is considered to be dangerous or under dangerous circumstances, the assistance of the local law enforcement agency will be requested by the Probation Officer. In the Juvenile Hall or Camp Glenwood or in the areas around Juvenile Hall or Camp Glenwood, a Group Supervisor will enlist the help of other staff.

Whenever possible, Probation Officers should enlist the assistance of another Probation Officer or the local law enforcement agency when arresting an adult probationer. Probation Officers arresting a juvenile must make a judgment as to whether or not they can successfully arrest the minor without assistance. While making the arrest without assistance is the preferred procedure; if there is any doubt, the Probation Officer should ask assistance of another staff or the local law enforcement agency. In the Juvenile Hall or Camp Glenwood, or in the areas around Juvenile Hall or Camp Glenwood, a Group Supervisor, if necessary, will enlist the help of other staff.

When a violation of a penal provision by a person not on probation is discovered in the course of a Probation Officer’s or Group Supervisor’s employment, he/she/they shall (if possible) observe: the time, exact location, the individual responsible, the act and the victim(s). He/she/they shall report this information to the local law enforcement agency immediately, making himself/herself/themself available to them, and for the purposes of testimony, to the District Attorney’s Office.

Policy Date: July 21, 1997
D. GENERAL DEPARTMENT POLICY STATEMENTS

20. Allegations of Employee Misconduct

It is the policy of the San Mateo County Probation Department to review allegations of employee misconduct, immediately upon such knowledge, to determine whether a formal investigation is necessary. For purposes of this policy, an allegation of misconduct by department staff is defined as that which violates applicable laws, rules, regulations, county or departmental policy or procedure which, if proven true, could result in disciplinary action up to and including dismissal and/or criminal prosecution.

Any such allegation deemed to involve potential criminal misconduct by any employee should be communicated through the appropriate chain of command to the Chief Probation Officer immediately. See Probation Department policy B-20, Investigating Allegations of Employee Criminal Misconduct, for further information.

Allegations of employee misconduct shall be investigated in accordance with Probation Employee Relations Committee (PERC) and Professional Standards Unit (PSU) guidelines. Such guidelines include investigating allegations of employee misconduct in a timely manner that is thorough, objective, and consistent. Managers and investigators shall consult with PERC, PSU, Human Resource Employee Relations and County Counsel staff through the investigatory process to ensure compliance with department, State and County Civil Service policies and procedures.

Formalized administrative investigatory processes for sworn staff are mandated by the Peace Officer’s Procedural Bill of Rights (California Government Code Sections 3300-3313) and California Penal Code Section 832.5. Although conducting an investigation for a non-sworn employee does not require the same degree of formalized procedures required for sworn employees, the Department shall maintain consistency in its practices and will utilize the same procedures for all administrative employee investigations.

Policy Date: July 21, 1997
D. GENERAL DEPARTMENT POLICY STATEMENTS

21. Citizen’s Complaint Policy and form

CITIZENS COMPLAINT POLICY

I. Statutory Obligation

Section 832.5 of the Penal Code requires that each department or agency in this state which employs peace officers shall establish a procedure to investigate citizens’ complaints against the personnel in such departments or agencies, and to make a written description of the procedure available to the public.

A. What constitutes a Complaint

The department shall formally investigate any complaint that alleges:

1. Violation of the law
2. Professional misconduct
3. Incompetence

Nonspecific allegations, reproaches, general criticisms not identifying individuals, or protests that do not fit within normally accepted definitions of misconduct or incompetence, shall not constitute a citizen’s complaint and do not require a formal investigation.

B. Use of Department Form

All citizen complaints must be documented on the department’s Citizen’s Complaint Form and investigated in a timely manner (see attached).

C. Retention of Records

Formal complaints and any reports or findings relating thereto shall be retained for a period of at least five years. Complaints not requiring a formal investigation shall be retained for a period of six months and be kept in a file separate from the formal investigations.
II. Investigation

Citizens’ complaints and all subsequent inquiries are to be processed by as few people as possible and within an employee’s direct chain-of-command unless special circumstances make this inappropriate.

The complaint will be directed to the immediate supervisor of the subject of the complaint. That supervisor will advise the employee of the complaint and provide the employee with written documentation in as timely a manner as possible and prior to commencing any formal investigation.

All individuals involved in the investigation of a complaint shall ensure that the employee’s rights pursuant to Government Code Sections 3301 through 3313 are observed (Public Safety Officers Procedural Bill of Rights Act).

III. General Procedures

Any employee who receives a complaint about themselves or about another employee of this department shall direct the complaining party or the written complaint to the supervisor of the employee named in the complaint.

A. The immediate supervisor shall then:

1. Make sure the complaining party understands the text of the complaint form and obtains his or her signature acknowledging that it is a violation of Penal Code Section 148.6 to make a fraudulent complaint.

2. Advise the complaining party that the complaint will be responded to promptly and that they will be notified of the department’s actions.

3. Make an initial evaluation of the complaint.

4. Send the completed complaint form along with their recommendation for formal or informal action to the next level of supervision.

B. The second level supervisor shall:

1. Review the complaint and the immediate supervisor’s recommendation.
2. Determine whether formal or informal action is appropriate.

C. If Formal Action is Appropriate:

1. The second level supervisor shall check the box on the complaint form indicating formal action; attach a plan of action to deal with the complaint.

2. The second level supervisor will then route the complaint and attachments to the next level of supervision with a recommendation that the complaint be investigated.

3. The third level of supervision will review the complaint, attachments and the recommendation of the second level supervisor and either direct the second level supervisor to take such action as necessary to complete an investigation, or direct the second level supervisor to consider the complaint informal and write the complainant to this effect.

4. Notwithstanding the above, if illegal conduct is alleged, the complaint will be forwarded immediately to the Deputy Chief of the division of the subject of the complaint for action and/or specific direction.

D. Possible Findings of a Formal Investigation:

1. Sustained: The complaint is true.

2. Not Sustained: It cannot be determined whether the complaint is true or not.

3. Exonerated: The employee did what the complaint alleged and there is a legal basis or policy for his or her actions.

4. Unfounded: The alleged incident clearly did not happen.

5. A letter reporting the department’s findings shall be sent by the third level supervisor to the complainant within 30 days of disposition.

6. The subject of the complaint shall be provided copy of this letter, along with any other written findings regarding the complaint.

7. If the complaint is sustained, no disciplinary action will be taken without the
approval and recommendation of the third level supervisor. The Chief
Probation Officer will review and approve all disciplinary action before
implementation.

E. If Formal Action is Not Appropriate:

1. The second level supervisor shall check the box on the complaint form
   indicating informal action and compose a letter to the complainant declaring
   why formal action is not appropriate. Both documents will then be sent to the
   third level supervisor who will then either approve the action or return the
documents to the second level supervisor for further action. If approved, the
second level supervisor will notify the complainant that the appropriate
management staff has been advised of the complaint but that no further action
will be taken.

2. The subject of the complaint shall be provided a copy of this letter, along with
   any other written findings regarding the complaint and a copy of this letter will
   be retained for a period of six months by the second level supervisor. After this
   period, the complaint and the Department’s response to it shall be destroyed.

3. The following is an example to be used in responding to a
   complaining party of the status of their informal complaint:

   This letter is to inform you that your complaint has been received and
   reviewed by the appropriate management staff. The issue(s) contained
   in your complaint has been discussed with the employee. No further
   action will be taken at this time.

Policy Date: July 21, 1997
Every citizen has the right to lodge a complaint against a Probation Department employee for alleged misconduct. Complaints of alleged employee misconduct shall be promptly and thoroughly investigated. Investigations shall be aimed at maintaining public confidence and departmental integrity. The goal is to explore and clarify all the facts surrounding the incident in question.

A complaint is defined as an accusation towards any employee or group of employees of illegal, incompetent or unprofessional conduct.

Procedure
Although you may make a complaint by phone, we require that you submit a written complaint on a department provided "Citizen Complaint" form before any investigation will commence. Please mail or deliver the completed form to the manager from whom you received it. Prompt action will then be taken to investigate and respond to your complaint.

Management will notify the employee of the complaint and ask for their cooperation in the investigation of the complaint. Such other persons and/or materials will be reviewed as deemed appropriate. You will be notified of the results of the investigation within 30 days of completion of the investigation.

Please be aware that it is against the law to make a complaint that you know to be false. If you make a complaint knowing that it is false, you can be prosecuted on a misdemeanor charge and held liable in civil court.

Respectfully submitted,

John Keene
Chief Probation Officer

FOR: ______________________
*  
   Probation Services Manager
SAN MATEO COUNTY PROBATION
DEPARTMENT 148.6 PC
CITIZEN'S COMPLAINT FORM

COMPLAINING PARTY

(Please Print)
Name:__________________________________________

Address:__________________________________________

City:__________________________ State:______________ Zip: _______

Phone Number:__________________________ (Home) _______________(Work)

YOU HAVE THE RIGHT TO MAKE A COMPLAINT AGAINST A POLICE* OFFICER FOR ANY IMPROPER POLICE CONDUCT. CALIFORNIA LAW REQUIRES THIS AGENCY TO HAVE A PROCEDURE TO INVESTIGATE CITIZENS' COMPLAINTS. YOU HAVE A RIGHT TO A WRITTEN DESCRIPTION OF THIS PROCEDURE. THIS AGENCY MAY FIND AFTER INVESTIGATION THAT THERE IS NOT ENOUGH EVIDENCE TO WARRANT ACTION ON YOUR COMPLAINT; EVEN IF THAT IS THE CASE, YOU HAVE THE RIGHT TO MAKE THE COMPLAINT AND HAVE IT INVESTIGATED IF YOU BELIEVE AN OFFICER BEHAVED IMPROPERLY. CITIZEN COMPLAINTS AND ANY REPORTS OR FINDINGS RELATING TO COMPLAINTS MUST BE RETAINED BY THIS AGENCY FOR AT LEAST FIVE YEARS.

*police or any peace officer such as a probation officer or group supervisor

IT IS AGAINST THE LAW TO MAKE A COMPLAINT THAT YOU KNOW TO BE FALSE. IF YOU MAKE A COMPLAINT AGAINST AN OFFICER KNOWING THAT IT IS FALSE, YOU CAN BE PROSECUTED ON A MISDEMEANOR CHARGE AND HELD LIABLE IN CIVIL COURT.

Form9065B Additional information on the other side
1/19/16
Name(s) of subjects of Complaint:

1. 

2. 

3. 

4. 

Check any of the following that apply:
(   ) committed a law violation
(   ) committed an act of professional misconduct
(   ) performed with incompetence

Date/Time/Location of Incident: __________________________________________
____________________________________________________________________
____________________________________________________________________

Details of Incident ___________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________

(Attach additional pages if necessary)

I declare the above statement is a true and correct statement and understand I can be prosecuted for filing a false complaint.

____________________________________________________________________
Complaining party                                                  Date

DO NOT WRITE BELOW THIS LINE

PSMI 

PSMII 

DCPO 

released per SB 978 on 1/1/21

released per SB 978 on 1/1/21
Todo ciudadano tiene derecho a presentar una denuncia contra un empleado de el Departamento de Libertad Condicional por presunta mala conducta. Las denuncias por supuestas faltas de conducta serán investigadas inmediatamente y a fondo. Las investigaciones deberán estar encaminadas a mantener la confianza pública e integridad departamental. El objetivo es estudiar y aclarar todos los hechos que rodean el incidente en cuestión.

Una denuncia se define como una acusación hacia cualquier empleado o grupo de empleados por conducta ilegal, incompetencia o de no conducirse profesionalmente.

Procedimiento

Aunque usted puede levantar una denuncia por teléfono, es necesario que presente una denuncia por escrito en una forma facilitada por el departamento titulada "Denuncia Ciudadana" antes de poder comenzar cualquier investigación. Por favor envíe por correo o entrega la forma completa al gerente de quien usted la recibió. Acción rápida se llevará acabo a investigar y responder a su queja.

La administración notificará al empleado de la denuncia y solicitara su cooperación en la investigación de la denuncia. Cualquier otras personas y/o materiales serán revisados según se considere conveniente. Usted será notificado de los resultados de la investigación en un plazo de 30 días al finalizar la investigación.

Por favor tenga en cuenta que es contra la ley hacer una denuncia falsa. Si se hace una denuncia sabiendo que es falsa, puede ser procesado por un cargo de delito menor y ser responsable en un tribunal civil.

Respetuosamente,

John Keene
JEFE DEL SERVICIO DE LIBERTAD CONDICIONAL

POR

Gerente I de Servicios de Libertad Condicional

Forma 9065A
1/19/16

DEPARTAMENTO DE LIBERTAD CONDICIONAL
DEL CONDADO DE SAN MATEO
148.6 PC
FORMA DE LA DENUNCIA CIUDADANA
PARTE RECLAMANTE

Nombre: ________________________________________________________________
Domicilio: ______________________________________________________________
Ciudad: __________________________ Estado: __________________________ Cadigo Postal: _____________

Numero de Telephono: __________________________ (Casa) __________________________ (Trabajo)

Usted tiene el derecho de levantar una denuncia en contra de un policía* por cualquier mala conducta. La ley de California requiere que esta agencia tenga un procedimiento efectivo para investigar las denuncias de ciudadanos. Usted tiene el derecho de obtener este procedimiento por escrito. Después de la investigación, tal vez esta agencia vea que no hay evidencia suficiente para justificar acción a su denuncia; aunque esto sea el caso, usted tiene el derecho de levantar una denuncia y que sea investigada si usted cree que un oficial actúo inapropiadamente. Las denuncias presentadas por los ciudadanos y los informes o conclusiones relacionados a las denuncias tienen que ser guardadas por esta agencia por lo menos cinco años.

*policía o cualquier oficial de paz, como un oficial de libertad condicional o supervisor de grupo.

Es en contra de la ley hacer una denuncia que usted sabe que es falsa. Si usted levanta una denuncia en contra de un oficial sabiendo que es falsa, usted puede ser procesado por un cargo de delito menor y responsable en un tribunal civil. He leído y comprendido la declaración anterior y entiendo que puedo ser procesado por levantar una denuncia falsa.

Informacion adicional en el otro lado

Form 9065B
1/19/16

Quiero reportar a los empleados nombrados abajo:

1. ________________________________________________________________
2. ________________________________________________________________
3. ________________________________________________________________
4. ________________________________________________________________
Marque cualquiera de las siguientes que se aplican:

- [ ] Cometió una violación de la ley
- [ ] Cometió un acto de mala conducta profesional
- [ ] Actuó con incompetencia
- [ ] Otro

Fecha/hora/lugar de incidente: ________________________________

Detalles del incidente:

________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________
________________________________________________________________

(Incluir paginas adicionales si es necesario)

Declaro la declaración anterior es una declaración verdadera y correcta y entiendo que puedo ser procesado por presentar un denuncio falsa.

Parte Reclamante ___________________________________________________________________________ Fecha ___________________________________________________________________________

NO ESCRIBA DEBAJO DE ESTA LÍNEA

PSMI PSMII
DCPO
Desicion Final


Citizen's Complaint Policy and Form

Released per SB 978 on 1/1/21
D. GENERAL DEPARTMENT POLICY STATEMENTS

22. Warning to Third Parties

Courts have held that when a “special relationship” exists and there has been a threat of violence to a third party, the person to whom the threat was communicated has a duty to warn the potential victim. The responsibility to warn a third party arises when the threat contains three elements:

1) The threat is specific
2) The threat is one of physical violence
3) The threat is made to an identifiable person.

In the event that any of these elements are missing, there is a question as to whether a duty to warn exists. Caution must always be exercised to avoid violating a probationer’s right of privacy.

Any potential warning situations should be dealt with as follows. The specific situation and threat should be immediately discussed with your supervisor and brought to the attention of the Division Director or a Deputy Chief for consultation with County Counsel. The duty to warn and, if needed, the means of communicating the warning will both be identified in consultation with County Counsel.

Policy Date: July 21, 1997

Policy D-22 Warning to Third Parties (Revised: October 28, 2008)
D. GENERAL DEPARTMENT POLICY STATEMENTS

23. Computer and Internet Usage Policy

PROBATION DEPARTMENT COMPUTER AND INTERNET USAGE

I. Background

San Mateo County has computer and Internet usage policies. It is important that all Probation Department staff are aware of them and abide by both.

The Department has also established an internal or department-only policy that addresses our needs, requirements and staff expectations. Several events occurred during 2002 that caused the Probation Department to revisit and re-examine the existing San Mateo County Internet Usage Policy and the need for our own policy.

- PCs were found to have viruses as a result of unauthorized downloading of files. These viruses not only caused a loss of data, but also created a loss of productivity of employees and our Automation staff.
- There were instances of staff downloading MP3 and video files. In one instance this caused a near crash of one of our servers, and it could have resulted in the loss of critical data.
- The County’s security group will continue to audit Internet activity throughout the County and report to Department heads any improper usage.

A review of the PC and Internet activity shows that much of this activity is still taking place and the Department must reaffirm its expectation that all staff must understand, respect and conform to County policies.

1. Policy Purpose

The purpose of this policy is to outline appropriate use of the Internet resources available to employees of the County of San Mateo. Access to the Internet through the County’s network is a privilege and carries responsibilities reflecting responsible and ethical use.

The County supports Internet use that enables employees to perform their job faster and smarter, and encourages its employees to develop internet skills
knowledge.

The facilities that provide Internet access represent a considerable commitment of resources for data networking, digital virus protection, Internet fire-walling and Internet bandwidth. This Internet usage policy is designed to help employees understand the limitations for use of those resources. Inappropriate use exposes the County to risks including virus attacks, Internet bandwidth saturation, negative publicity, and potential legal liabilities.

2. Policy Scope

As custodians of resources entrusted to us by the public, we should always be mindful of how we utilize these resources. We should also be mindful of our responsibility to act so that others are not deprived of access to useful resources as they perform their duties.

This policy applies to employees, contractors, consultants, temporary staff and other workers at the County, including all personnel affiliated with third parties. This policy applies to all equipment that is owned or leased by the County and all connections to the County network.

3. Policy Description

Background

The purpose of Internet access is to distribute, or make available, services and information to public constituencies or to perform research in support of County work assignments.

The County has implemented the necessary network infrastructure to provide Internet access to employees connected to the County’s Wide Area Network. The County has other policies that address technology-specific areas including policies on information security, E-mail and portable computing. Departments may have internal policies that also address these issues. These policies are cumulative and in the event of conflict, the policies providing the County with the greatest level of security apply.

The use of the County’s Internet resources and services for non-work purposes is permitted only in compliance with the following criteria:

1. The cost (in time spent using the Internet for non-work activities) to the
County must be negligible.

2. The use must not hinder productivity or interfere with a County employee’s obligation to carry out County duties in a timely and effective manner. Time spent engaged in the non-work use of County Internet resources is not considered to be County work time.

3. The use must in no way undermine the use of County resources and services for official purposes.

4. The use neither expresses nor implies sponsorship or endorsement by the County. Any posting to public forums such as newsgroups, or any transmittal of electronic mail through the Internet for personal use must include a disclaimer that the views are those of the employee-user and not the County of San Mateo. Forums should be used with care and not cause any adverse publicity or embarrassment to the County.

5. The use must be consistent with local, state and federal laws regarding obscenity, libel, or the like, and state and federal laws and County policies regarding political activity, the marketing of products or services, or other inappropriate activities.

6. The use shall not result in personal gain, i.e., outside business activities, items for sale, etc.

**Examples of Acceptable Use of the County’s Resources:**

The list below is by no means exhaustive, but is an attempt to provide a framework for activities that fall into the category of acceptable use.

1. Obtaining information regarding County business, i.e., policy, legislation, public meetings, technical research, etc.

2. Transmitting or receiving a file or document (in conjunction with E-mail) that does not otherwise fall into the category of unacceptable use.

3. Providing information regarding County business to the public, i.e., meeting agendas, key points of contact, etc.

4. Delivery of County services, such as tax payments, facility reservations, health education and disaster coordination. Providing information regarding County business to the public, i.e., meeting agendas, key points of contact, etc.

Policy D-23 Computer and Internet Usage Policy (Revised: August 21, 2008)
5. Incidental use of the Internet, i.e., generally considered to be 10-15 minutes at a time not to exceed 30 minutes per day for the purpose of checking bank balances, personal e-mail accounts, transit schedules, traffic congestion, map sites for directions, online newspapers, etc.

**Examples of Unacceptable Use of the County’s Resources:**

Illegal activities under local, state, federal, or international laws are strictly prohibited. In applying these guidelines, each case will depend upon the particular circumstances and other important factors such as materiality or reasonableness. Each employee is responsible for understanding and complying with the County’s Internet Policy. Supervisors/managers have the additional responsibility to ensure that their subordinate employees are aware of this policy as well as to address any potential non-compliance with this policy.

Employees should consult with their supervisors in advance if they have any questions about appropriateness of certain practices. A supervisor’s decision cannot, however, circumvent other policies and procedures of the County of San Mateo that may restrict personal use beyond the limitations cited in these guidelines.

The list below is by no means exhaustive but is an attempt to provide a framework for activities that fall into the category of unacceptable use.

1. Accessing any kind of website to view images or documents that are in violation of our Equal Employment Opportunity policy on discrimination and harassment, including sexual harassment. In addition, such material, including sexually explicit images and documents, may not be viewed, archived, stored, distributed, edited or recorded using our network or computing resources.

2. Downloading software from the Internet without prior written approval of the Chief Information Officer or his/her designate.

3. Downloading of any executable files or programs which change the configuration of your system by anyone other than Information Systems personnel is prohibited.

4. Installing or running any programs or services that provide ongoing communications with the Internet which have not been approved by the Chief Information Officer, including but not limited to instant messengers, screen savers, peer to peer communications (Skype, bitTorrent, gnutella, KaZaA for example) or other on-line services to access the internet (America OnLine, CompuServe, Earthlink) on County computers which do not fulfill legitimate job functions.

Policy D -23 Computer and Internet Usage Policy (Revised: August 21. 2008)
5. Accessing any on-line gambling websites (i.e., casino.com).

6. Accessing any non-work related, time-consuming Internet sites, including but not limited to on-line gaming or on-line auctions (i.e., gamezilla.com, mpog.com, eBay).

7. Accessing any streaming media sites which do not fulfill legitimate job functions (viewing full episodes of network television shows, streaming Internet radio)

8. Conducting any non-County business activity not listed above for longer than 10-15 minutes not to exceed 30 minutes per day.

4. Management and Administration

The County has software and systems in place that can monitor and record all Internet usage. County employees shall have no right or expectation of privacy in any Internet activity using County equipment or networks. Supervisors and Managers shall have the right to review any Internet activity of any employee supervised by them at any time and for any reason. If the activity to be reviewed goes beyond the Department, other Department systems and records may be searched with the approval of the head of that Department. The County may monitor and report on Internet use by County employees. A supervisor/manager may restrict Internet use by County employees. A supervisor/manager may restrict Internet use by anyone supervised by him/her if such supervisor/manager believes the employee is not in compliance with this policy. The County may restrict access to Internet sites whose content appears to have no purpose related to the business of the County.

5. Enforcement

Violators of this policy may be subject to appropriate disciplinary action up to and including employment termination, termination of agreements, denial of service, and/or legal penalties, both criminal and civil. For inappropriate release of Protected Health Information (PHI) the disciplinary action contained in the Protected Health Information Sanction Policy will apply.
6. **Definitions**

<table>
<thead>
<tr>
<th>Terms</th>
<th>Definitions</th>
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<tbody>
<tr>
<td>Employees</td>
<td>As used here “employees” include all County employees as well as temporary and other workers and all contractors, consultants, vendors, and business affiliates, including persons affiliated with third parties who operate computer equipment on behalf of the County or operate computer equipment that remotely access the County’s internal network.</td>
</tr>
<tr>
<td>Graphics</td>
<td>Includes photographs, pictures, animations, movies or drawings.</td>
</tr>
<tr>
<td>Users</td>
<td>Synonymous with employee.</td>
</tr>
<tr>
<td>County Network</td>
<td>As used here “County network” includes the County's information network backbones, department Local Area Networks and all devices that attach, directly or indirectly, to the networks including remote attachments.</td>
</tr>
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II. **Probation Department’s Policy and Expectations**

In order to be in compliance with County policy and to avoid unnecessary and time-consuming corrective actions by our Automation staff, we ask all employees to assist us in the following manner:

**A. Do not use the County’s Internet access to visit any web sites that are not work related.** This includes visiting sites in order to download any of the following:

**B.** Instant message or “buddy” mail and notification programs.

**C.** Special mouse characters and programs.

**D.** Music files or music file sharing programs (KaZaA, Napster, Limewire, etc.)

**E.** Video programs or video files not directly related to official business.

**F.** **Staff are asked not to download or install any new programs that are not work related and not supported by our Automation staff, i.e., games, financial programs, etc.** Existing programs may be kept; however, due to our limited Automation personnel we can not provide support for these programs. If they malfunction, they will be removed from the computer.
G. **Do not install or download upgrades to existing software on your computer.** Automation staff will test upgrades and install them when they are deemed necessary, and compatible. If you wish to install work-related software programs, it must *only* be done with the written permission of your Divisional Deputy Chief and notification of the Automation staff.

H. **Please ask your non-County e-mail correspondents not to send you files of any kind as e-mail attachments.** If you receive them, do not open them due to the fact that they can potentially infect your machine or the whole network if they contain viruses. Do not open e-mails from unfamiliar address outside of the county. They are usually Spam (junk mail) and may contain infected files. Regularly clean out your inbox and trash bins. Delete e-mails that contain non-work related files (jokes, screensavers, photos, etc.) as they can be large and take up valuable storage space on the network.

I. **User IDs and passwords are not to be shared with anyone.** Each staff is issued a unique user ID and a generic password. After logging in, staff should change the password to one of their own choosing. It is a violation of the County’s policy as well as the Probation Department’s policy to share that information.

J. **Staff will not move computer equipment without the approval of Automation staff.** Whether you are moving your physical location within a building or elsewhere in the department, your computer equipment stays where it is. It is vital that Automation staff be able to locate any piece of equipment for auditing or servicing purposes. If you are moving and have files stored on the C drive, notify Automation and they will help you transfer them to your next PC.

K. **Staff will not add any equipment or install any devices on Departmental PCs without the approval of the Division Deputy Chief and notification of the Automation staff.**

L. **Staff should immediately report any problems or malfunctions of software or hardware to the Automation staff.** Staff should not open PC cases or attempt to resolve software issues themselves.

III. Probation Department Portable Computing Policy

A. All portable computing devices purchased by the Probation Department are the property of the San Mateo County Probation Department and subject to the County’s portable computing policy as well as any additional conditions outlined in this document.
B. Staff who have been assigned a Department-purchased portable computing device should be aware that they may be held liable for replacement cost of the device if lost. Each incident of loss or damage will be assessed on a case-by-case basis. Any incident of damage or loss that is the result of a crime or criminal activity will require a copy of police report. With such a report, the Department will replace the stolen property.

C. Computer equipment will be distributed based on demonstrated need, the employee’s current assignment, and Department need. Upon change of assignment, staff should return any assigned portable computing devices to their supervisor.

D. Probation Department equipment is loaded with all appropriate software. Staff may not install or upgrade any software on any device without the knowledge and permission of the Division Deputy Chief and the notification of the Automation staff.

IV. Personal Digital Assistants (PDAs) may be connected to PCs and networks under the following circumstances.

A. The Department will allow Palm™ Handheld technology only. With the growing number of device types and technology available today, it is impossible and impractical for the Automation staff to support each brand.

B. The Probation Department will purchase a limited number of Palm™ PDAs to be distributed to staff. This technology should be available to staff who need it. Staff who wish to be assigned a Department PDA must make written application to their Division’s Deputy Chief. They will be assigned based on expressed need and assignment within the Division. When staff are reassigned to different Divisions or units, they should be prepared to return the PDA to their supervisor.

C. Probation Department PDAs are not the personal property of the employee and may contain only the software deemed necessary by the Department. Staff may not download and install or purchase and install additional software without demonstrating need and without first obtaining permission from their Division Deputy Chief and with the notification of the Automation staff.

D. Staff may use their own purchased PDA to be connected to the PC provided it is a Palm™ Handheld model and that they have the prior approval of the division’s Deputy Chief. Staff should be aware that requesting assistance or service for a personal PDA is done at their own risk. The Probation Department will not be responsible for the loss or damage of a personal PDA device or the loss of personal information stored on it. Automation staff must be notified in writing by the Division’s Deputy Chief that staff have permission to use personally purchased equipment. Staff must be willing to
have any personal PDAs examined by Automation staff to prevent virus infections or incompatible software.

E. Devices that are purchased by employees are subject to the same rules and policies as Department issued devices. In order to be used with Probation Department’s system, employees must be willing to agree, in writing, that they are aware of the conditions and expectations of such a connection.

F. Every PDA will be password protected. Passwords must not be shared with anyone. If someone, whether they are a staff member or supervisor, attempts to acquire your password, you must report this to your Division’s Deputy Chief and to Automation staff. Under special circumstances where a PDA is shared between two staff, the Division’s Deputy Chief may waive this rule.

G. Personal information may be kept on a Department issued PDA. It is impractical to expect staff who use PDA technology to have two devices; one work issued and one for personal use. For that reason, staff may use a Department-owned PDA to store personal information, but must be aware of the conditions of use. Should the PDA be broken, damaged or need service, the Department will not be responsible for any lost information. When the device is turned in at the end of the assignment, all personal information will be erased and unrecoverable. In such a circumstance, it is recommended that staff back up the information.

H. In the future, any laptops purchased by the Department will include docking stations. The laptop combined with the docking station will replace the individual’s desktop computer. Staff who use the laptop outside of the office will be expected to return it and connect to the docking station for network connectivity (checking e-mail, working on documents, sign-in board, etc). Connecting to the network will automatically update templates, software and virus information.

I. Staff will not install any new software or update any current software on the laptop. The laptop contains all the software you need to do your job. New software or updates may be incompatible with what is already installed and cause the laptop to fail. This could result in the loss of any information or documents you have saved to the hard drive.

J. All laptops that are currently in use, and not using docking stations, will be turned in to Automation staff every six (6) months for updating of software (templates, virus scanning, software upgrades) and inventory control.

If you have any questions regarding these expectations, please see your Director, Deputy Chief or local Automation staff.
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If you have any questions regarding these expectations, please see your Director, Deputy Chief or local Automation staff.
D. GENERAL DEPARTMENT POLICY STATEMENTS

24. Use of Department-Issued Cellular Phones & Other Mobile Devices

USE OF TELECOMMUNICATION AND MOBILE DEVICES

It is San Mateo County’s policy that cellular phones and other mobile devices used in the conduct of county business shall be acquired and used in a manner that is cost-effective, appropriate and beneficial to the citizens of the County. Refer to County of San Mateo Administrative Memorandum B-19 for County Policy Guidelines.

Officers are discouraged from using their personal cell phone or mobile device for business related purposes and should be aware the content of their personal phone may be obtained by way of a subpoena.

The department has cellular phones and other mobile devices available to staff to enhance safety, productivity and efficiency. Cell phones and other mobile devices are provided to employees as a safety tool and to allow mobile access to County and Departmental information systems. They are also used to increase the availability of officers in the event of an urgent case issue and are provided to managers for the purpose of increasing availability to all staff.

In accordance with County policy, employees who are not exempt from overtime shall not utilize their Department provided mobile devices or personal mobile devices to access the County or Departmental information systems outside their regular work schedule without prior approval from their supervisor. While access to the County and Departmental information systems during non-working hours is not prohibited, employees are not expected to access County systems and therefore, will not receive compensatory pay (e.g. overtime, on-call pay or night time differential) without prior approval from their supervisor.

Use of cellular phones or other mobile devices is authorized when it:

1. Enhances the safety of the user or clients;
2. Significantly improves the productivity of the user resulting in real savings to the County;
3. Significantly improves responsiveness to a call for an emergency service or crisis situation;
4. Safeguards communications that are vital to the protection of life and property in
situations where use of other forms of communication is not safe, practical or available;

5. Is limited to circumstances when reasonable and timely access to conventional services is not available.

When an employee is assigned a cellular phone or mobile device that employee may be responsible for any damage incurred and may be asked to reimburse the County for damage or use not consistent with this policy. The following policy and procedures apply to all staff that are assigned or use a San Mateo County Probation Department cell phone or other mobile device:

1. Officers will ensure that the device’s automatic screen lock capability is activated with a time-delay of no more than 10 minutes of idle time before the screen locks and will restrict access to the device by using a password at all times.

2. Officers shall activate an electronic lock/password on the device of at least six characters and user passwords must be changed every 90 days.

3. Cellular phones and or mobile devices may be assigned to individuals or to a unit based on availability and/or the nature of their assignment.

4. Cell phone minute and data plans will be determined by management based on the nature of the assignment (i.e., need for ongoing telephonic communication, case requires ongoing case coverage, need for increased availability.)

5. Officers are discouraged from using their personal cell phone or mobile device for business related purposes and should be aware the content of their personal phone may be obtained by way of a subpoena.

6. Staff shall not configure their department-assigned phone to forward calls to their personal cellular phones, or any other devices.

7. Cellular phones and mobile devices should be kept in the possession of the individual at all times when in the field and should not be left unattended in vehicles or elsewhere. If circumstances prevent an individual from keeping the cellular telephone and/or mobile device in his/her possession they should be placed in a locked space out of the public’s view. Any damage, malfunction, loss, or theft should immediately be reported to the supervisor. Staff may be expected to reimburse the Department for any lost or damaged cellular phones or mobile devices issued to them by the Department. Officers will not be responsible for theft of a device; however, the officer must report the theft to police. The incidence of a theft of a device should be filed with a local police department and a copy of the police report sent to the Divisional Deputy Chief.

8. Calls made on cellular telephones can be monitored by other cellular telephone users. Consequently, sensitive or personal information should not be discussed during calls.
9. Individuals who do not observe the prescribed policy and procedures may have restrictions placed upon their use of the cellular phones and/or mobile device.

10. Departmental provided mobile devices and their contents remain the property of the County and are subject to regular audit and monitoring. There is no expectation of privacy for any content viewed or stored on the device. Use of cell phones and other mobile devices for Web viewing or to access County and Departmental information systems shall adhere to the County’s Internet Usage and Information Technology Security policies.
25. Fraternization

Staff is specifically prohibited from knowingly initiating any contact or fraternizing with any probationer. When such contacts are appropriate as a result of the probationer’s employment, or other such necessity, these contacts shall be approved by staff’s immediate supervisor and communicated to the appropriate Deputy Probation Officer.

Staff will discourage ongoing contacts initiated by probationers unless directly relevant to the scope of their employment and job duties. Staff will report any contact other than unplanned encounters to their immediate supervisor who will evaluate the circumstances for possible referral to the appropriate Deputy Probation Officer.

In any case where staff learns that a probationer is violating any of the conditions of their probation, staff will immediately advise their supervisor who will communicate this information to the assigned Deputy Probation Officer for appropriate action.
D. GENERAL DEPARTMENT POLICY STATEMENTS

26. Threats to Staff

The potential always exists for threats of harm to staff by virtue of our role in the criminal justice system. Although such threats are infrequent and are rarely carried out, each should be taken seriously and properly evaluated. Any staff receiving a personal threat should, immediately, advise their supervisor who will then advise the next manager in the chain-of-command up to the Chief Probation Officer. The department takes all threats toward staff seriously and will be diligent in taking action that enhances staff safety. If the threat is deemed to require a response beyond those listed below and in the Officer Safety Manual, the manager will pursue the proposed action through the chain-of-command for approval.

Whenever Probation staff is threatened by anyone, the following protocol is to be followed:

1) The supervisor/manager who is advised should begin by listening to the employee’s experience and concerns. Topics to discuss might include:
   a) What is the threat?
   b) What effects has this had on the employee?
   c) What does the employee need in order to feel supported and safe?
   d) Advise employee that supervisor/manager’s job is to support staff through the process.
   e) Staff’s need for Employee Assistance Program support.

2) The supervisor/manager will then have the staff member document the threat made against them in writing. This report should include all information that would assist the department and law enforcement in protecting the employee and in any further investigation and potential prosecution of the perpetrator.

3) The supervisor/manager will review the document with the staff to conduct a threat assessment which includes:
   a) What led up to the threat.
   b) Severity of the threat.
   c) Ability of the person to carry out the threat.
4) Following the threat assessment, supervisor/managers are to proceed with the following steps following a threat to staff:

a) Contact the Deputy Chief of the Division who will advise the Chief and Assistant Chief Probation Officer.

b) Contact the Sheriff’s Department’s Countywide Security Unit about the threat.

c) The supervisor/manager will contact the CIRT team to determine if the staff needs support.

d) The supervisor/manager will advise reception at staff’s primary office of the threat, describe the person who is making the threat and provide a flyer with all information to distribute.

5) If appropriate, the supervisor/manager may proceed with the following actions:

a) Encourage staff to call the appropriate police agency to make a report.

b) Call the Police Department in the city where the staff lives and ask them to flag the staff’s home address and request passing checks.

c) At the staff’s request, be present for moral support during the police interview and for any subsequent follow-up interviews or court appearances.

d) County counsel and the Countywide Security Unit will assist staff with obtaining the Temporary Restraining Order (TRO) and filing with the Court as appropriate.

6) The supervisor/manager and/or the Countywide Security Unit will assist the staff in setting up a safety plan.

a) From building to car.
   - Escort to car by DPO, PSM, Deputy Sheriff, etc.

b) From work to home and back.
   - Call OD to let them know staff arrived home safely.

c) At home.

d) In the field.

e) Possibility of carrying a police radio at all times.

7) A supervisor/manager will be assigned to check on threatened staff on a regular basis.

8) The supervisor/manager will advise DPO of their right to carry their own firearm off duty.

9) The supervisor/manager will follow up with the District Attorney’s Office on prosecution where appropriate.

a) If person making threats is on probation, they will be brought back to
b) If the person threatening staff on his/her caseload, the supervisor/manager will re-assign the case with regard to new charges and/or a probation violation to remove any possible conflict of interest.

c) This may include transfer of the case to a different jurisdiction.

10) The Deputy Chief of the Division, in consultation with the supervisor/manager and the staff member, will determine when the threat is no longer a concern. The supervisor/manager will notify the Countywide Security Unit and the local police department when it is determined that the threat is no longer a concern.

a) Person making the threat is incarcerated.

b) It is determined that the threat is no longer viable.

c) Staff no longer feels threatened.

11) The Probation Department will provide staff with information on how to remove their name and address from intranet sites like Zabasearch.

a) Go to Zabasearch.com on the Internet.

b) Locate all listings for the staff’s name and address.

c) Send an email to jevin@zabasearch.com with the exact listings you wish to have removed (i.e., name as it appears on the Zabasearch website, street name, city, state, etc.) There may be several listings for your particular name, and they do not know which listings belong to the staff unless you let them know.

d) The department may bear the cost of name removal from websites.

12) The Probation Department will provide the DPO with information on how to make the information on their vehicle registration confidential.

a) Supervisor/manager will assist DPO with obtaining the DMV Request for Confidentiality of Home Address form from the Department’s Personnel office and completing it if needed.
D. GENERAL DEPARTMENT POLICY STATEMENTS

27. Ride-Along Program – Release of Liability

Ride-Alongs refer to a Deputy Probation Officer accompanying law enforcement officers in marked or unmarked police vehicles as the officers drive about a community; or Probation Department staff, citizens and staff from other agencies accompanying San Mateo County Probation Officers while performing their duties.

The following Ride-Along Policy shall be followed and a Declaration of Assumption of Risk and Release of Liability form #9079 must be completed by the individual and signed by the appropriate parties BEFORE the accompaniment.

I. DPOs Accompanying Law Enforcement

A. Deputy Probation Officer involvement is always for an approved purpose. Valid reasons for the Deputy Probation Officer's presence would be to:

1. Familiarize the Deputy Probation Officer with a particular neighborhood.
2. Gather information related to gang activity.
3. Foster closer affiliation with law enforcement agencies and officers.
4. Create a high visibility image in a targeted neighborhood and among probationers in that neighborhood.
5. Defuse possible volatile situations.
6. Enforce conditions of probation.
7. Arrest probationers when appropriate.

B. Pre-Departure Activity

The Deputy Probation Officer’s presence on ride-alongs has significant implications for the Deputy Probation Officer and the Department. For
those reasons, the following issues and procedures must be addressed prior to the Deputy Probation Officer beginning this activity:

1. Obtain Supervising Probation Officer approval. Before the Deputy Probation Officer begins a ride-along, the Deputy Probation Officer discusses the activity with the Supervising Probation Officer and secures the Supervising Probation Officer’s approval.

2. Clarify with law enforcement officers the Deputy Probation Officer’s purpose in accompanying the officers. The Deputy Probation Officer ensures that officers are aware of the Deputy Probation Officer’s role.

3. Discuss the use of radio equipment and police radio procedures to ensure the Deputy Probation Officer will be able to use such equipment if an emergency should occur. (If the Deputy Probation Officer also has Department-issued radio equipment, the Deputy Probation Officer ensures it is working properly.)

C. Physical Confrontations and Restraint

The role of the Deputy Probation Officer during ride-alongs is primarily to observe, to offer expert liaison to law enforcement, and in some cases, to actively enforce conditions of probation for selected probationers.

The Deputy Probation Officer is expected to be an effective communicator and to control situations with probationers verbally, without the need to use physical restraint. Only in exceptional cases, as indicated below, is the Deputy Probation Officer to be involved in using restraint:

1. When arresting a probationer who becomes physically aggressive and restraint is necessary to protect the probationer, the Deputy Probation Officer or law enforcement officers, the Deputy Probation Officer uses only the minimum restraint necessary to subdue the probationer.
   a. The Supervising Probation Officer will assign the ride-alongs to the proper officers.

2. The Supervising Probation Officer will maintain a record of all ride-along requests.
   a. After the information has been logged, the request form will be sent to the Unit Director.
   b. The Supervisor will assure that the assigned officer contacts the applicant within 10 days.
D. Requirements

1. All participants must be 18 years of age or older.

   *Exceptions must be cleared with the Director.*

2. Ride-along participants shall be included only on routine field and office activities and not be permitted at special field operations (arrests and searches).

   *Exceptions must be approved by the Director.*

3. Ride-alongs will be listed as witnesses on any reports involving arrests and/or crimes that they observe.

4. Officers should admonish ride-alongs regarding the possibility of being called as a witness in any incident which occurs during a ride-along.

5. Ride-alongs will be instructed in safety precautions, such as the use of the radio, the seat belt, and how to contact the supervisor.

6. Officers must have all participants read and sign the “Waiver of Claims” form prior to entering the probation vehicle. If a juvenile is approved for participation, their parent/guardian must sign the waiver form.

7. Officers with ride-alongs will inform their supervisor the morning prior to the departure.

   a. The name and phone number of the ride-along and the name of the Probation Officer will be given to the Officer’s supervisor.

   a. Officers will also advise radio dispatcher on the air of the ride-along.

8. A “Ride-along Identification Card” will be worn by participants on their outermost garments at all times during their shift with the unit. Law enforcement ride-alongs may wear their police identification card or badge.

9. The “Ride-along Identification Card” will be maintained with the unit’s supervisor.

10. At the conclusion of the ride-along, Officers will make some brief comments in the space provided on the waiver forms and turn completed forms in at the end of the day.

Policy D -27 Ride Alongs (Revised: October 23, 2008)
11. The forms will be logged and maintained by the Director for one year.

12. It is the Director’s responsibility to regularly review the file and ensure compliance with the ride-along procedures.

II. Probation Department Staff Accompanying Deputy Probation Officers

A. Initiation of the Ride-along

1. Ride-alongs shall be initiated by the requesting staff member through official channels.
   a. All requests shall be directed, by written memo, to the staff member’s immediate supervisor. The memo shall include specific reason(s) for the request.
   b. Upon approval, the request shall be forwarded to the Supervisor of the Field Supervision Unit.

2. Upon approval of the Field Supervision Supervisor, the request shall be forwarded to the Director of Supervision Services for review and action.
   a. The Director or his designee shall obtain all pertinent information regarding the potential ride-along and inform them they will be contacted by a Probation Officer within ten days.
   b. The Director or his designee will assign the ride-along to the proper officers.
3. The supervisor will maintain a record of all ride-along requests.
   a. After the information has been logged, the request form will be sent to the Field Supervision Unit Supervisor.
   b. The supervisor will assure that the assigned officer contacts the applicant within 10 days.

B. Requirements
1. All participants must be employed by the San Mateo County Probation Department.
2. Ride-alongs shall be accomplished without incurring overtime (i.e., shift of working hours) unless otherwise approved by the participant’s Probation Director.
3. Ride-along participation shall be consistent with the mission and goals of the Probation Department and the service; i.e., training, intelligence gathering, specific casework objective, etc.
4. Ride-alongs will be listed as witnesses on arrests and/or crimes that they observe, and will be admonished regarding the possibility of being called as a witness at that event.
5. Officers with ride-alongs will inform their supervisor the morning prior to the departure.
   a. The name and phone number of the ride-along and the name of the Probation Officer will be given to the Deputy Probation Officer’s supervisor.
   b. Officers will also advise radio dispatcher on the air of the ride-along.
6. Ride-alongs must wear their Probation Department badge or identification card during their entire participation.

III. Special Concerns Involving Ride-Alongs
A. Ride-alongs will be instructed in safety precautions prior to participation.
B. Ride-alongs will be given all authorized equipment necessary to ensure personal protection (i.e., body armor, high visibility identifications, radio, etc.) as dictated by the circumstances of the participation.
C. Officers are to be especially concerned with the safety of their ride-alongs. Every effort shall be made to avoid their involvement in potentially dangerous situations.

D. In the event of injury or any other emergency involving a ride-along, the Officer shall:
   1. Notify their supervisor immediately who shall notify the Director or his designee and the law enforcement agency having jurisdiction in their area.
   2. The Director or his designee shall notify:
      a. The Chief Probation Officer,
      b. The Deputy Chief Probation Officer,
      c. Risk Management, and,
      d. The supervisor of the injured person as soon as possible.
   3. Actions consistent with Probation Department policy and procedure will be followed in the event that the injured person is an employee of the San Mateo County Probation Department.

E. Ride-alongs shall embrace a professional course of conduct consistent with the policy and procedures of the San Mateo County Probation Department.
SAN MATEO COUNTY PROBATION DEPARTMENT

Declaration of Assumption of Risk and Release of Liability

I, _________________________________, the undersigned, declare as follows:

I am _______ years of age and am not a Probation Officer for San Mateo County. I have made a voluntary request to participate in the Ride-Along Program with the San Mateo County Probation Department, during which, I understand, I will accompany a probation officer during the performance of his/her duties, which may include riding in a Probation Department vehicle.

I understand that the Probation Department will allow me to participate in the Ride-Along only on the conditions that I assume the risks involved in said participation and that I will release the County of San Mateo, its officers, agents, employees, and/or reserves from liability as specified below, and I agree to participate in the Ride-Along on these conditions.

I understand that the duties of probation officers are inherently dangerous and that I may be subjected to the risk of death or personal injury or to damage to my property during my participation in the Ride-Along Program. I further understand that said risks may arise from, but are not limited to, the use of weapons and firearms, the acts and forcible resistance of criminal suspects, civil disturbances, explosions, wind, rain, fire and gas and vehicular collision, and I freely and voluntarily assume all of said inherent risks, whether or not they are listed above.

In consideration of my being permitted to participate in the Ride-Along program, I hereby for myself, my heirs, executors and administrators release the County of San Mateo, its officers, agents, and employees from any and all liability for any damage or injury which I may receive while participating in the Ride-Along Program.

I further stipulate and agree, while participating in the Ride-Along Program, to be bound by all orders, rules and regulations concerning my participation and to promptly obey all instructions of any probation officer to whom I am assigned.

I have read and understand the contents of this document and sign the same of my own free will. I declare under penalty of perjury that the foregoing is true and correct.

Executed this ________ day of __________, ________ (year), at _______________, California.

_____________________________  ______________________________
Signature of Witness                Signature of applicant/declarant

Policy D-27 Ride Alongs (Revised: October 23, 2008)
Signature of Parent/Guardian  
(If applicant/declarant is a minor) 

Signature of Parent/Guardian  
(If applicant/declarant is a minor) 

Form 9079  
8/98
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<td>Policy Date: July 27, 2005</td>
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<td>Revised Date: October 23, 2008</td>
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D. GENERAL DEPARTMENT POLICY STATEMENTS

28. Auto Placard Policy

A Department auto placard number is assigned to employees who have a need to alert law enforcement agencies that a Department vehicle is parked in an area for the purpose of conducting authorized department business. It is incumbent on the employee to immediately notify their supervisor if their Department auto placard has been lost. A list shall be maintained on the status of all department auto placards.

Guidelines Regarding Use of Department auto placards and/or Probation Department Identification:

Department auto placards are to be used only in the course of exercising one’s day to day responsibilities as a Department employee. The placard is a means of identifying Probation Department vehicles when conducting authorized Department business that also requires the use of a department vehicle.

Probation Department Employees may not use their Department auto placards for any of the following activities: To park in prohibited areas when legal, parking areas are available. To mislead law enforcement officers to believe that a vehicle is being used (parked) for the purpose of conducting authorized department business. To illegally trespass or to obtain “personal privileged” passage onto or through police barriers, legal traffic obstructions, traffic controlled by officers, diamond (or restricted) lanes, toll areas or any place not open to the general public.

Department auto placards are to be surrendered to one’s immediate supervisor upon demand, resignation or termination.

If you have further questions regarding this policy, please see your supervisor, Director or Deputy Chief.

Policy D-28 Auto Placard (Revised: March 1, 2005)
D. GENERAL DEPARTMENT POLICY STATEMENTS

29. Probation Response to Minors Filed on in Adult Court

BACKGROUND

Prosecutors are allowed to file charges directly in adult court against juveniles 14 years of age or older, charged with committing designated offenses under Welfare and Institutions Code Section 707 C & D. The Direct Filing process circumvents existing case assignment and management procedures and requires a procedure that covers Juvenile Institutions, Adult, and Juvenile Probation Services.

POLICY

Once criminal charges are filed on a minor in adult court, the minor is under the adult court’s jurisdiction and will attend court in Redwood City or South San Francisco. The Youth Services Center (YSC) staff will work in a collaborative manner with the Sheriff’s Office and Juvenile and Adult Probation Services to ensure that all legal, transportation and humanitarian needs of the minor are met.

PROCEDURE

Once a minor is directly filed on in adult court by the District Attorney’s Office the following will occur:

- The Juvenile Division of the District Attorney’s Office will contact the Juvenile Hall Admissions Unit and inform the staff that charges have been filed on the minor in adult court. The Admissions Unit will log the information and immediately notify the O.D., the Juvenile Hall Director, Deputy Probation Officer (DPO) of record, and the Minor’s living unit. The Juvenile Hall Director will contact the Adult Court Services Director to advise them of the case.
If the minor does not have an assigned Deputy Probation Officer,

- A Juvenile Services Probation Officer from the Assessment Center will be assigned to the minor’s case. This officer will have responsibility for any court-related matters involving the minor until such time as an Adult Division DPO is assigned to the case. This DPO will collaborate with the Adult Division DPO assigned to the case in preparing the report to the Court.
- The minor’s case manager will be the ISM supervising the minor’s living unit.
- Visiting for this minor will be arranged by juvenile hall staff under the oversight of the case managing ISM and approved by the Juvenile Hall Director.
- Medical or other appointments will be arranged through the case managing ISM.

If the minor has an assigned Deputy Probation Officer,

- The DPO will file a petition request for violation of probation, 777a WIC, and calendar a detention hearing for the minor. It will be recommended that the minor should be detained and that the probation violation be addressed after the adult matter is resolved.
- The assigned Juvenile Services Division Probation Officer will be the Officer of Record and will be responsible for all normal DPO casework duties, except for writing the court report, until the minor is released from the YSC.
- Visitation for this minor will be arranged by the Officer of Record and approved by the Youth Services Center Housing Director per current visitation policy.
- The Probation Officer of Record will be responsible for visiting the minor according to Juvenile Services Division policies and monitoring the minor’s adjustment in juvenile hall.

If the Minor is transferred to the custody of the Sheriff at the jail or women’s facility, the Juvenile Hall Director will notify the Adult Services DCPO, and the Court Services Director.

If the minor is found to be guilty, with or without a trial, an Adult Probation Officer will be assigned to write the court report.

If the subject is 18 years of age or older and sentenced to the California Department of Corrections and Rehabilitation (CDCR), they will be transported directly there by the Sheriff’s Office Transportation Unit.

If the subject is less than 18 years of age when sentenced to California Department of Corrections and Rehabilitation, they shall be delivered to a designated Department of Juvenile Justice (DJJ) facility by the Sheriff’s Office Transportation Unit.
Prior to the delivery of detainees, the sentencing court and/or probation department must mail required documents to the DJJ (California Code of Regulations, Title 15, Chapter 1.9, Section 4197.1). The Adult Services Probation Officer of Record has responsibility for collaborating with the assigned clerical staff and Juvenile Division DPO to ensure that all information required by the DJJ is compiled and transmitted to the DJJ. This will include writing any required reports and assembling any required documents and records.

Policy Date: October 10, 2008
D. GENERAL DEPARTMENT POLICY STATEMENTS

30. Issuance and Return of Department Property

In the course of business, it is necessary to issue property to staff for a variety of purposes. This includes, but is not limited to: vehicles, restraints, computers, weapons, body armor, communication devices, badges, and identification card keys. It is required for departmental and employee safety and security and cost control that the Department maintain a record of all property issued and its current status.

Therefore, whenever departmental property is issued to an employee, the issuing party shall establish and maintain a record of the following:

- a description of the property issued
- the San Mateo County property number if any
- the date of issuance
- the name of the recipient

The supervisor is responsible for the whereabouts of department issued property including collecting and returning items using the Employee Separation Check List Form 9009 to the designated issuing parties.

Employees shall be responsible for the safekeeping, serviceable condition, proper care, use and replacement of department property assigned or entrusted to them. An employee’s intentional or negligent abuse or misuse of department property may lead to discipline including, but not limited to the cost of repair or replacement.

In the event that any Department property becomes damaged or unserviceable, no employee shall attempt to repair the property without prior approval of a supervisor.

Department property shall not be thrown away, sold, traded, donated, destroyed, or otherwise disposed of without proper authority.

If Department-issued property is lost, the owner shall notify their supervisor immediately. This is especially important in cases where staff safety and security are concerned such as card keys, badges, computers and weapons. Failure to report such a loss places Department employees and clients at risk therefore failure to notify a supervisor may be the basis for employee discipline.
Employees shall be responsible for the replacement of lost or damaged item(s). The cost of replacement will be set by the department’s equipment manager, who will determine the cost of replacing the items(s) with the same or similar item(s). Employees will not be held responsible for loss that is a result of accident, criminal activity, or the normal course of duty. In the event that county property is stolen, the employee must file a police report and provide a copy to their supervisor. If a police department refuses to take a report, the employee will get police department confirmation verifying that they made an attempt to file a report.

Revised Date: August 21, 2018
D. GENERAL DEPARTMENT POLICY STATEMENTS

31. County & Department Pool Vehicles

I. Purpose
To ensure efficient and proper use of County (and Department Pool) vehicles in the conduct of County business. *

The requirements of the following policies are to be complied with in addition to, and not in replacement of, other existing policies regarding County and (Department Pool) vehicles including, policies B-22 and C10. *

II. Procedure
A. Pool or assigned vehicles shall be driven only by County employees with a valid California Driver’s License. *

B. All employees shall obey all traffic laws (California Vehicle Code) or local traffic ordinances when in possession of a County (or Department) vehicle. The employee is personally responsible for any fines, fees, citations, towage, or other penalties arising out of a violation of any traffic laws or ordinances. *

C. All pool vehicles shall be “signed out” when the “signor” takes possession of the vehicle and “signed in” when the “signor” returns the vehicle. Keys to vehicles shall not be taken without this process being followed or as a way to “reserve” a vehicle.

Remember – the employee signing out the vehicle is responsible. No pool car can be held or reserved for future use. In the event a vehicle is required to be kept overnight, that information must be recorded on the “sign out” form. A pool car vehicle may be kept overnight only if due to a late night or early morning business activity, or if out of town.

Always provide reasonable time estimates for returning car pool vehicles on the “sign out” form to allow others to plan their trips. In consideration of energy saving measures, users are encouraged to combine trips with others attending the same meetings or events. If for some reason a trip exceeds the time estimated, please notify the supervisor that arrival will be later than expected.
D. Each person who signs out a pool or assigned vehicle shall have the responsibility for inspecting the vehicle for damage and inventory, prior to and after operation. *

E. Each driver is responsible for the cleanliness of the pool or assigned vehicle (inside and outside) and should have the vehicle washed when needed. The C.C.P. will clean vehicles if contacted in advance. *

F. Each driver is responsible for (completely) refilling the vehicle with gasoline at the San Motor Pool facilities (Redwood City or San Mateo) when the gauge is anywhere between empty and ½ full. *

G. The driver must enter all required information on the Pool Car Vehicle Inspection Sheet (see draft), and record the beginning and ending mileages. *

H. Seat belts shall be worn by all persons riding in County vehicles. Employees or passengers shall not ride in the back of truck cabs. *

I. All pool or assigned vehicles windows and doors shall be locked when unattended. *

J. Smoking is not permitted in pool or assigned vehicles (see B-22). *

K. Personal Property In Vehicles: (see B-22) *

L. In the event that service is required for a pool vehicle that becomes inoperable while in use, the Redwood City Motor Pool may be telephoned for assistance during business hours. After business hours county dispatch can be contacted for assistance. *

M. Upon return, each person signing a pool car vehicle back in shall complete the Pool Car Vehicle Inspection Sheet and return it with the keys. Employees will record the mileage, the amount of gas in the tank, and leave the vehicle in clean condition and containing the inventory of items listed on the Vehicle Inspection Sheet. *

III. Reporting damage to County (or Department Pool) vehicles

Employees who observe or are involved in an accident or damage involving County employees or equipment shall immediately report the accident to the Office of Risk Management and shall comply with all requirements of policy “C-10”. *

If you discover an eye witness to the cause of the damage, record any license number and attempt to obtain contact information. You must attempt to obtain contact identification, and other relevant information that identifies persons causing the damage. *

IV. Parking

D- 31 County & Department Pool Vehicles (Revised: October 17, 2018)
A. All pool or assigned vehicles are to be parked in the appropriate or designated areas. (C-10)

B. Abuse of pool car privileges, such as not returning keys, repeated late car returns or involvement in accidents where the employee is found to be at fault, may result in disciplinary action.

V. Assigned Vehicles (to take effect July 1, 2010)

A. An assigned vehicle, as it relates to this policy, shall mean any department vehicle that is provided to an employee or assignment for exclusive, work-related use. Only the Senior Management Team may “assign” a vehicle on behalf of the department. The department may assign a vehicle in this manner based upon a determination that the work-related use of a personally-owned vehicle represents a higher cost than an assigned vehicle or the process for using a vehicle from the department or county pool inordinately impedes an employee’s assigned work. This policy also includes vehicles that are provided by an organization for the purpose of facilitating its work; such as a grant. Employees in possession of assigned vehicles must comply with all policies preceding this section that are followed with an asterisk (*).

B. Assigned vehicles may be stored at an employee’s home on a routine basis when exchanging the personally owned vehicle for the assigned vehicle inordinately impedes the employee’s ability to perform their job.

C. Department vehicles may not be stored beyond our jurisdiction unless required by specific or unusual circumstances that are documented in the employee’s personnel file.

D. Employees who are assigned a department vehicle shall:
   • comply with the County Motor Pool vehicle maintenance schedule for that vehicle;
   • report any operating or mechanical malfunctions to the County Motor Pool as soon as possible after problems are detected;
   • not operate the vehicle unless it is safe to do so;
   • only use the vehicle for work-related purposes;
   • comply with the County Motor Pool vehicle maintenance schedule for that vehicle;
   • record or report vehicle mileage on a monthly basis.

E. For each assigned vehicles, the department shall provide the employee in possession of the vehicle an “annual mileage allotment” based upon an analysis of anticipated, work-related travel. The employee shall return the vehicle to the department fleet upon reaching their annual mileage allotment. The employee shall not be assigned any vehicle after reaching the annual mileage allotment until the end of the twelve month period which began the expenditure of that allotment.
F. Notwithstanding the above, an employee may, before expending the “annual mileage allotment” submit documentation to justify the excess mileage and not be required to return the vehicle.

G. The department will review assigned vehicle mileage on an annual basis and take whatever actions necessary to reduce liability, respond to perceived abuses, or adjust allotments.

H. Assigned vehicles may be used for regular daily commute and work-related activities only. The employee is solely responsible for any damage(s), injuries, or torts arising from their unauthorized use of the assigned vehicle.

VI. Blue Lights

With the passage of SB 587, California probation departments are now authorized to have lights that generate a steady or flashing blue warning light visible from the front, sides, or rear of emergency vehicles. The purpose of these lights is to protect the deputy probation officer and other members of the public by providing a form of high-visibility identification of a probation vehicle. The use of blue lights will not compromise the Department’s vision or expectations of probation officer conduct, and will be subject to the following rules:

A. The use of any vehicle equipped with blue lights shall be limited to sworn employees.

B. Before a deputy probation officer operates a vehicle equipped with a blue warning light, the officer shall complete a minimum of four hours of classroom training regarding the operation of emergency vehicles that is certified by the Standards and Training for Corrections division of the Board of State and Community Corrections.

C. Under no circumstances will a deputy probation officer conduct traffic stops of vehicles, bicycles, pedestrians or other parties with a department vehicle.

D. Deputies are prohibited from engaging in any type of vehicle pursuit while operating a department vehicle.
D. GENERAL DEPARTMENT POLICY STATEMENTS

32. Radio Use Policy

I. Purpose

The purpose of the Probation Officer’s safety equipment is to protect the Probation Officer while he/she attempts to bring recovery, positive change, and lawful conduct into the lives of those under the officer’s supervision. The Department discourages the labeling of any field visit as a “routine visit” and acknowledges the potential of violence whenever an officer works in the field. Therefore, the Department recognizes the importance of using a police radio while working in the field. While the radio does not guarantee an officer’s safety, it provides an effective way for officers to call for help when needed.

II. Definitions

A. Radio: any electronic device used for the transmission and reception of radio signals for two-way communications. Note: a cellular phone is not a radio.

B. Dispatch (also known as San Mateo County Public Safety Communications): the agency responsible for coordinating radio use for the Probation Department.

C. Fieldwork: any approved, on-duty work preformed by a Probation Officer outside the confines of controlled law enforcement environments (probation Offices, courts, and jails.)

III. Training

All officers will take an approved radio protocol course (STC.)

IV. Radio Use

- Officers will utilize a department-issued radio whenever conducting field work.
- Any exceptions to this section of the policy must be agreed upon by both the Probation Officer and a Probation Services Manager (PSM.)

Policy D- 32 Radio Use (Revised: February 9, 2013)
• A cell phone should be on hand for all fieldwork as backup to the radio.

V. Dispatch Notification
Officers will notify dispatch prior to starting their fieldwork in the following ways:

A. Written Notice: Officers will send/fax dispatch Form #1044 (Admin Policy D-32a) which most contain the following:
   i. Personnel information: officer names, contact phone numbers, call signs (shall also identify armed officers)
   ii. Nature of detail: warrant, search, arrest, etc.
   iii. Probationer information: name, address, date of birth
   iv. Location numbers: each defendants address is assigned a location number (#)
   v. Known hazards
   vi. Duration of fieldwork

B. Direct Radio Communication: In an exigent or emergency situation, officers may utilize an open radio channel to immediately communicate their fieldwork to dispatch.

C. Cell Phone: In an exigent or emergency situation, officers may call dispatch and inform them of their fieldwork, or inform them of changes to the written notice of field work previously sent.

Policy D-32 Radio Use (Revised: February 9, 2013)
D. GENERAL DEPARTMENT POLICY STATEMENTS
32 - a. Radio Form #1044

<table>
<thead>
<tr>
<th>To: County Communications</th>
<th>From: Deputy Probation Officer</th>
<th>Fax #:</th>
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<tbody>
<tr>
<td>DATE:</td>
<td>Nature of Detail:</td>
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**DISPATCH:**
We will conduct probation contacts and searches on ________, from ________ to ________. This is an approximate time, I will call in before we go 10-8.

**Officers**

<table>
<thead>
<tr>
<th>Armed</th>
<th>Call Sign</th>
<th>Cell Phone</th>
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**VEHICLE(S):**

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<th>Location #</th>
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<th>Probationer</th>
<th>DOB</th>
<th>Hazards</th>
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**CHANNEL:** **GREEN / CWMA** (unless otherwise directed by dispatch)

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<thead>
<tr>
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<th>Location #</th>
<th>Office Name</th>
<th>Location #</th>
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<td>100-199</td>
<td>Family Preservation -</td>
<td>450-499</td>
<td>Glenwood – Girls</td>
<td>800-849</td>
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<tr>
<td>Redwood City</td>
<td>200-299</td>
<td>PROP</td>
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<td>EMP</td>
<td>850-899</td>
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<td>South San Francisco</td>
<td>300-399</td>
<td>PRCS Unit</td>
<td>500-599</td>
<td>Overflow (other</td>
<td>900-949</td>
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<td>YSC Supervision</td>
<td>600-699</td>
<td>programs)</td>
<td>950-999</td>
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<td></td>
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<td>700-799</td>
<td>Institutions</td>
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</table>

D – 32 a Radio Form #1044
Revised 020913

- 1 -
D. GENERAL DEPARTMENT POLICY STATEMENTS

33. Transportation of Probationer (formerly Adult Policy 03-31-01)

Protecting the safety of everyone should guide all actions involving how probationers (adult or juvenile) are transported by probation officers both in custody and when out of custody. In the absence of a policy that addresses a specific issue or event, staff should always act in the best interest of safety when transporting a probationer.

I. Transporting a Probationer Who is Not In Custody

Probation officers are often required to transport probationers who are not in custody (e.g. transport to a residential program, to appointments). In these cases the probationer need not be handcuffed. However the following procedures should be followed:

A. Officers shall not use their personal vehicle(s) for transport.

B. A field radio and cell phone will be carried by the transporting officers (officers should be trained on radio protocol).

C. County Communications (650-363-4915) shall be advised of your transport, via radio or cell phone, just prior to leaving your location (e.g. office/facility/jail/school, etc.) and upon arrival at the destination.

D. Information to provide County Communications shall include but is not limited to: transport vehicle info (make/model/license#/odometer reading), names of all officers involved in transport, addresses of departure/destination location and gender of probationer being transported.

E. Probationer shall be pat searched for weapons or contraband prior to being placed in the vehicle.

F. Probationer should not sit in the front seat (next to) or in the rear seat behind the probation officer driving the vehicle unless approved by a supervisor.

G. Probationer must wear their seatbelt.

H. If the vehicle is equipped with child safety locks for the rear doors, they should be used to render the rear door inoperable from the inside.
I. If transporting the probationer with his/her belongings, the probationer’s belongings should be placed in the vehicle’s trunk during transport.

J. Probationer should never be left in the vehicle unattended.

K. Vehicle should be searched for weapons or contraband before and after transporting the probationer in the vehicle.

L. Officers are not to transport probationers of an opposite gender alone unless approved by a supervisor.

Additional Factor in the Transportation of Juvenile Wards:
Occasionally casework needs arise (e.g. transporting a minor home/appointments) which will result in the need to transport an out of custody minor. In these situations all of the above applies, with the exceptions that the minor can be seated in the front passenger seat and Probation Officer may elect to not pat search for weapons or contraband prior to vehicle entry. If a safety or security risk exists, they should not transport the minor.

II. Transporting a Probationer Who is in Custody

Probation officers are often required to take a probationer into custody and transport them to a detention facility. In these cases the following procedures should be followed:

A. Officers shall not use their personal vehicle(s) for transport.

B. A field radio and cell phone will be carried by the transporting officers (officers should be trained on radio protocol).

C. County Communications (650-363-4915) shall be advised of your transport via radio or cell phone, just prior to leaving the office and upon arrival at the juvenile detention facility or county jail.

D. Information to provide County Communications can include but is not limited to: transport vehicle info (make/model/license#/odometer reading), names of all officers involved in transport, addresses of departure/destination location and gender of probationer being transported.

E. Probationer’s person, clothing and property should be searched for weapons or contraband.

F. Probationer shall be pat searched for weapons or contraband prior to being placed in the vehicle.

G. Generally, all persons being transported in custody will be handcuffed behind their back.

H. There is an exception to the above: female pregnant probationers, whether adult or juvenile, are never to be restrained by the use of leg irons or waist chains, and are not to be handcuffed behind their body. A pregnant female may be handcuffed in the front. (Refer to section H for more information.)
I. All persons being transported to the juvenile detention facility or county jail will be accompanied by at least two officers.

J. All persons being transported to the juvenile detention facility or county jail will be held firmly by the arm while being escorted to and from the transportation vehicle, in order to maintain control of the probationer.

K. Probationer should never be left in the vehicle unattended.

L. Probationer should not sit in the front seat (next to) or in the rear seat behind the probation officer driving the vehicle.

M. Probationer is to be secured via a seatbelt; transporting officer is to place the seatbelt on the probationer. If the probationer takes the seatbelt off the officer is to stop the vehicle and re-seatbelt the probationer.

N. Officers are not to transport probationers of an opposite gender alone; and without supervisor approval

O. If the vehicle is equipped with child safety locks for the rear doors they should be used to render the rear door inoperable from the inside.

P. Vehicle should be searched for weapons or contraband before and after transporting the probationer in the vehicle.

Q. If the probationer is under the influence of alcohol or controlled substances, he/she may have to be taken to the county hospital for clearance. The juvenile detention facility will not accept any minor who has not been medically cleared. The county jail may accept probationers but only after their facility medical staff conduct an assessment of the adult probationer and determine that there are no risk factors precluding the acceptance. It is possible that medical staff will advise that the probationer requires clearance from the county hospital.

R. Staff is to remain at the juvenile detention facility or county jail until the probationer is accepted by facility/jail staff.

**Additional Factors in the Transportation of Juvenile Wards**

1. **Probation Officers may transport in-custody (Placement cases/Glenwood) minors determined not to be a security/safety risk. This applies to the transportation of minors already in the Juvenile Detention Facility, as well as to new arrests or detainees being taken to the Juvenile Detention Facility.**

2. **The Probation Officer is the person primarily responsible for arranging transportation for in-custody minors under their supervision to and from Juvenile Detention Facility as required. Probation Officers are encouraged to use transportation or law enforcement personnel to transport in-custody minors whenever possible. Medical appointments with in-custody minors will continue to be arranged by the Medical Unit.**
3. **Probation Officers are not to transport minors who have been determined to be a security risk nor are they to transport Minors when the safety of the minor, Probation Officer, or the public may be at risk.** The Probation Officer will determine the security risks. Factors to be considered, but not limited to, are:

   a. The minor’s history of runaway, combative and/or self-destructive behavior
   
   b. The minor’s view of current disposition or probation plans
   
   c. Any information regarding the Minor’s or other’s intent
   
   d. The minor’s impulsiveness
   
   e. The minor’s behavior in Juvenile Detention
   
   f. The minor’s gang affiliation and activity
   
   g. Safety and criminal activity within the community
   
   h. Distance, time, and mode of travel
   
   i. Other activities which may be simultaneously required of the Probation Officer

4. **Because of the nature of the excursion and inherent unknown factors (i.e., possible disposition, change in ward’s demeanor, crowded or confined physical setting, etc.), and lack of ability to adequately assess the security and safety risks involved, Probation Officers are not to transport in-custody minors to or from Court appearances.**

5. **To arrange for the transportation of the minor(s) to and from a distant court, the Probation Officer shall:**

   a. Submit a written request for transportation (JD-27) to the Juvenile Hall Transportation Officer. This request must be submitted at least 48 hours before the desired transportation date.
   
   b. Or, if necessary, contact the San Mateo County Sheriff’s Transportation Detail at Extension 4544. Note that the Sheriff’s Department will routinely transport minors found unfit for Juvenile court and filed upon directly to adult court.

6. **Probation Officers are to review, and when applicable, adhere to the procedures contained in the Juvenile Hall Policy & Procedure, on the subject of “Youth Transports (Policy 3.1.8)”**

III. **Preliminary Vehicle Procedures**

   A. Prior to departure, the Deputy Probation Officer (DPO) shall:

      i. Ensure that the vehicle is in good mechanical condition, including tires, brakes, lights, gasoline, and oil levels.
      
      ii. Search the vehicle’s interior, particularly underneath seats and between seat
cushions, for weapons, drugs or other contraband

IV. Preparing the Probationer

The DPO shall:

A. Handcuff the probationer per departmental policy
B. Search the probationer
C. Instruct the probationer as to seating arrangements and behavioral expectations before, during and after trip
D. Place the probationer in vehicle
E. Place seat restraint system around probationer
F. Enter vehicle, lock doors, proceed to location

V. Placement of DPO(s) and Probationer(s) in Vehicle

A. The following applies when transporting in a non-security vehicle, which has no screen barrier between front and rear seat area:

B. Two DPOs, one probationer:
   • Probationer sits in right rear seat; second DPO sits in left rear seat directly behind the driver,

C. Two DPOs, two probationers:
   • If rear seat is a bench that accommodates three passengers, the second DPO sits in left rear, directly behind the driver, with both probationers to the DPO’s right. If the DPO cannot sit in the rear seat, the second DPO sits in the right front, facing back as much as possible to observe the probationers.
   • Please refer to “Special Circumstances” Section G for information regarding procedure for armed DPOs.

VI. In a security vehicle, which has a screen barrier between front and rear seat area, and the rear seat area is confined so that passengers cannot exit without assistance; probationers are transported in the rear seat. This is the only scenario in which a single DPO can transport a single probationer. The probationer is to be seated in the right rear seat.

VII. In extraordinary circumstances, it may be necessary to transport three probationers in a single vehicle. In such situations, the probationers are either transported by law enforcement officers or in a county security vehicle accompanied by two DPOs/Probation Transportation Officers.

VIII. Special Circumstances
A. In transporting probationers, the DPO:
   i. Shall not leave probationers unattended in a vehicle. State law forbids leaving
anyone locked in a vehicle.

ii. Shall not leave keys in ignition, vehicle unlocked, or the engine running when leaving the vehicle, even if leaving for a brief time.

iii. Shall stop the vehicle as soon as it is safe to do so if a probationer who is being transported refuses to cooperate, attempts to escape or attempts to assault staff. In such a situation, the DPO shall summon assistance from law enforcement by use of radio/phone.

iv. Shall not remove handcuffs from a handcuffed probationer until the probationer has been brought to the detention facility, and detention staff is present to assist.

v. Shall always assist probationers from the vehicle and maintain a grip on the probationer to ensure the probationer does not fall.

vi. Shall complete the Arrest/Search and Seizure/Incident report within 24 hours of the completion of transport.

B. In making a determination about whether or not to restrain a probationer who is attempting to escape or who has become combative, the transporting DPO shall carefully weigh the following factors:

i. The type of training and experience the DPO possesses in overcoming physical resistance

ii. The degree of danger to the DPO in overcoming the probationer’s actions

iii. The degree of danger the probationer presents to self or to the community if the probationer escapes

iv. The availability of additional resources to overcome the probationer’s resistance

C. If a probationer escapes during transport, staff is to immediately notify County Communications and local law enforcement. Below includes, but is not limited to, the information to provide:

i. The name of the probationer

ii. Description of the probationer (physical and clothing)

iii. Direction the escaped probationer was traveling

iv. Where the probationers was being transported from and to

v. Probationer’s home address

vi. Your name, badge # and contact information (work address, office/cell #)

D – 33 Transportation of Probationer - Revised: August 21, 2018
D. After notifying County Communications/local law enforcement of the escape, staff are to contact their supervisor Director or Deputy Chief. If none are available, a Director or Deputy Chief from another division can be called.

E. Staff is required to immediately, and no later than 24 hours after the escape, complete an incident report and submit to your supervisor, Division Director and Division Deputy Chief.

i. In the event a minor/probationer attempts to, or successfully escapes, Probation Officers are not required to pursue and apprehend the minor. The Probation Officer’s primary concern in such an event is his/her personal welfare and safety.

IX. Mechanical Restraint of Pregnant Probationers
Any use of restraints on a pregnant female will be in the least restrictive way, for the security and safety of the female. Any handcuffing of a pregnant female must be done so in the front. It is strictly prohibited to handcuff a pregnant female behind her body or by the use of leg irons or waist chains.

X. Once the DPO becomes aware of the need to arrest and transport a pregnant female, the DPO shall contact their supervisor, or in the supervisor’s absence, their Director or Deputy Chief.

A. A pregnant female, whether adult or juvenile, being booked into the county jail or juvenile detention facility, respectively, may be taken into custody by being handcuffed in the front.

XI. No less than two (2) officers are to participate in the arrest of a pregnant female and her transport to a detention facility (Youth Services Center or San Mateo County Jail.) At least one of the officers should be a female. Prior to transport, the arresting/transporting officer is to contact County Communications via radio or telephone (650-363-4915). The officer will provide County Communications staff with the following information:

A. Arresting/transporting officer’s call sign (IDA #) and name.

B. Advise that a pregnant female is being transported from the arrest location to the detention facility.

C. Provide the vehicle’s mileage upon start of transport.

D. Advise when you have arrived at the detention facility AND provide the vehicle’s mileage at the end of transport.

XII. Follow guidelines listed in this policy, Section B, for the proper vehicle seating of a pregnant female probationer during transport.

XIII. Once the DPO arrives at a detention facility, notify facility staff (i.e. Group Supervisors or deputies) that the female probationer is pregnant. If Medical Unit staff are on duty, the DPO is required to advise them that the female probationer is pregnant. The DPO will remain in the detention facility until the pregnant female has been accepted for booking.
D. GENERAL DEPARTMENT POLICY STATEMENTS

34. Social Media

Use of Internet Sites, Web Pages and Social Networking

I. Purpose

This policy is intended to address issues associated with employee use of electronic communication. This policy applies to all forms of communication including the World Wide Web, email, news services, social networking, social media, instant messaging, blogs, forums, video and other file sharing sites. The absence of, or lack of explicit reference to a specific site does not limit the extent of the application of this policy.

II. Policy

Public employees occupy a trusted position in the community, and thus, their statements have the potential to contravene the policies and expectations of this department. Due to the nature of the work and the influence associated with the law enforcement profession, it is necessary that employees of this department be subject to certain reasonable limitations on their speech and expression. To achieve this mission and efficiently provide service to the public, the San Mateo County Probation Department will carefully balance the individual employee’s rights against the department’s needs and interests when exercising a reasonable degree of control over its employees’ speech and expression. Nothing in this policy is intended to prohibit or infringe upon any employee’s communication, speech or expression that has been clearly established as protected or privileged.

III. Procedures and Guidelines

Employees having personal web pages or other types of internet postings which can be accessed by the public shall adhere to the following:

A. Employees of the probation department shall not post, transmit or disseminate any photographs, video, audio recording, likeness, or images of the department’s logos, emblems, uniforms, badges, patches, marked vehicles or any other items that specifically identifies the San Mateo County Probation Department on any personal or social networking site or other website or web page without the express written permission of the Chief Probation Officer.

B. Employees shall not post, transmit or disseminate any photographs or depictions of themselves dressed in uniform and/or displaying official identification, or in any other
way that either directly or indirectly knowingly identifies themselves as employees of the San Mateo County Probation Department, on any personal or social networking site or other website or web page without the express written permission of the Chief Probation Officer.

C. Employees shall not post, transmit or disseminate any information that could reasonably be foreseen as contrary to the department’s missions, values and expected standards of conduct.

D. Employees shall not post, transmit or disseminate any information regarding another probation department employee without their permission.

E. Employees shall treat as confidential all official business of the department and shall not post, transmit or disseminate any probation related information or activities including, but not limited to, field operations, probation searches or the transport or arrest of any defendants, minor probationers or juvenile wards.

F. Employees shall not post, transmit or disseminate any information regarding a juvenile or adult probationer, or any member of their family, without the express written consent of the Chief Probation Officer.

G. Employees shall not post, transmit or disseminate any pictures, videos or materials of departmental trainings without the express written permission of the Chief Probation Officer.

H. Employees shall not post, transmit or disseminate any photographs or depictions of the inside of any probation office or building without the express written permission of the Chief Probation Officer.

I. Employees shall not post, transmit or disseminate any material that brings discredit to, or may adversely affect, the reputation of the San Mateo County Probation Department or any of their employees.

J. Employees shall not conduct any probation related activities on their personally owned social networking accounts.

K. While on duty, employees may only access social networking sites while conducting official departmental business. During authorized breaks such usage is allowed, but is limited to the length of the break and shall not be accessed through departmental owned equipment or networks.

IV. Precautions
Employees have a right to have personal web pages or sites. Employees are reminded to exercise good judgment and demonstrate personal accountability when choosing to participate in social networking. Employees need to be mindful that their postings become part of the world wide electronic domain and can be shared with individuals with whom they did not intend to communicate with. Employees should consider possible adverse consequences of internet postings. For example, counsel may subpoena your posts if they are relevant to a lawsuit related to your official duties and/or may use your posts to disparage your reputation or credibility.

Employees should carefully consider the safety and security of themselves, as well as their family and other probation department employees when posting personal information to the internet. The posting of personal information in a public forum becomes a safety issue if it in any way identifies the employee’s home address or the daily activities or schedules of an employee or an employee’s family member. Employees should not disseminate or post any information that could reasonably be anticipated to compromise the safety or privacy of any employee or employee’s family member.

V. Approval Process

Any employee seeking approval to use references to the San Mateo County Probation Department on their personal website, web page, public forum or social networking site must submit their request in writing to the Chief Probation Officer. The request shall include a description of the proposed reference and purpose. Any changes made to a previously approved posting must be resubmitted for approval.

VI. Violations

Violations of this policy may lead to disciplinary action up to, and including, dismissal from County employment.

Effective: March 7, 2016
D35- Field Search Policy is now available in Lexipol #500

released per SB 978 on 1/1/21
D. GENERAL DEPARTMENT POLICY STATEMENTS

37. Body Armor

This policy provides for practical safety measures to be used to reduce the some of the risk associated with work in law enforcement. The use of body armor (ballistic vests) has shown to be effective in reducing death and serious injury to officers in the field.

I. Issuance of Body Armor

Body armor shall be issued to all Deputy Probation Officers employed with the Department. Department-issued body armor shall meet or exceed National Institute of Justice standards and shall be replaced when expired, damaged or worn to the point its effectiveness is compromised. The Department’s Storekeeper shall establish a replacement schedule and ensure that replacement body armor is issued pursuant to the schedule.

II. Use of Body Armor

Without exception, the Department requires all probation officers to wear Department-issued or approved body armor while conducting field contacts or participating in any activity where they could reasonably be expected to take law enforcement action. Field contacts include, but are not limited to, home and warrant searches, high profile or tactical operations and convertible and/or low profile field work.

III. Body Armor Exceptions

Unarmed officers may be excused from wearing body armor when they are functioning primarily in an administrative capacity where they are not reasonably expected to take any law enforcement action such as routine office work, attending meetings and court appearances.

Policy Date: May 2016
D. GENERAL DEPARTMENT POLICY STATEMENTS

38. Outside Visitors and Pets in the Workplace

PURPOSE AND SCOPE

The purpose of this policy is to provide Department employees with the appropriate restrictions regarding visitors and pets in the workplace.

POLICY

It is the policy of the San Mateo County Probation Department to provide for a work environment that protects confidential information and is professional and free of distractions for all employees. This policy further provides for the health and safety of employees by restricting animals in the workplace.

OUTSIDE VISITORS

For the purposes of this policy, visitors in the workplace are defined as any non-employee visiting the workplace without any official business with the Probation Department. Visitors may include an employee’s children, spouse or other relative, friend or acquaintance and former department employees.

Time spent attending to a visitor, especially a child, can distract the employee, as well as their co-workers from their work. Occasional visits are acceptable if they are limited in duration and frequency. In no case should the worksite become a substitute for child care. Employees shall be responsible for the conduct of their visitors in the workplace and shall not leave any visitor unattended in any area where confidential information is kept, including, but not limited to, personal offices or cubicles.

All visitors entering a Department worksite shall be issued a Department Visitor Badge and shall sign a visitor’s log indicating the time of the visit and the name of the employee they are visiting. At the end of a visit, all visitors shall sign out on the visiting log indicating the time the visit concluded. It shall be the responsibility of the employee to ensure their visitor wears a visitor badge during the visit and the employee is responsible for ensuring the badge is returned.
Except when authorized by the Divisional Deputy Chief, all visitors who do not have official business with the department must be accompanied by an employee and may be restricted from prolonged visits to the workplace. Any visits in excess of one hour shall need approval from a Probation Services Manager.

In accordance with San Mateo County Administrative Memorandum B-20, employees are prohibited from providing access to a secured County facility to any other person, including fellow county employees. This includes an employee swiping their county issued card key to allow access for others. With department head approval, employees may allow a family member or close acquaintances to accompany them to a secured County facility during non-business hours (Whenever public entrances are locked and building security screening is not available). The employee shall not leave such visitors unattended and may be legally and/or financially responsible for the actions of any visitor they allow into a secured county facility during non-business hours.

PETS

In order to provide for a safe and healthy environment, all animals, with the exception of authorized service animals, are prohibited from Department worksites. Authorized service animals include animals (primarily dogs) used to guide or provide assistance to persons with disabilities or animals engaged in an authorized service to the Department such as a police dog.
D. GENERAL DEPARTMENT POLICY STATEMENTS

39. Immigration

A. PURPOSE

The purpose of this policy is to memorialize the Probation Department’s immigration reporting and information sharing practices. In meeting its responsibilities as outlined in the TRUST Act (AB 4) and the Truth Act (AB 2792), the Probation Department’s reporting decisions on Immigration and Customs Enforcement (ICE) detainer requests shall be guided by what best ensures public safety and best serves juveniles in our custody and/or the probationers under our supervision.

B. POLICY

I. Juveniles

Until a juvenile’s case has been adjudicated by a juvenile court, the Department will not, as a routine practice, make the decision to report the juvenile immigration status in response to an official inquiry from ICE. Once a juvenile is placed under the jurisdiction of the Department by a juvenile court, the decision to communicate any information to ICE will be made by the Chief Probation Officer (CPO) or, in his/her absence the Assistant Chief Probation Officer (ACPO) or his/her designee. The decision to report the minor will only occur if, in the judgment of the CPO, ACPO or other designee, the juvenile presents a foreseeable and/or articulable danger to public safety or if reporting their immigration status to ICE is in the best interest of the juvenile.

All probation officers who identify cases where reporting a juvenile’s immigration status to ICE meets the criteria as outlined in either Government Code § 7282 - 7282.5 or Welfare and Institutions Code § 707(b), shall refer the case (through the normal chain of command) to the CPO for review. If the decision is made by the CPO to report the minor to ICE, the reporting decision and the reasons articulated shall be recorded in the juvenile’s probation file. Additionally, the minor and the minor’s parents/legal guardians and the juvenile’s attorney of record will be notified a reasonable period of time before any information is reported to ICE.

All juvenile probation facilities shall make available materials containing information regarding immigrant’s rights, including information regarding resources and referral information for legal assistance regarding their rights, removal proceedings and obtaining citizenship. All detained juveniles desiring services from the above listed materials shall be allowed a supervised phone call to the resource. The supervised phone call shall be made at a time workable for the supervising staff.
II. Adults

All information requests from ICE regarding adult probationers, including, but not limited to, home addresses, release dates, appointment dates/times and planned probation searches and home visits shall be referred to the CPO or, in his/her absence the ACPO or his/her designee. The CPO, ACPO or their designee will determine on a case by case basis, the Department’s response to the information request. If the decision is made by the CPO to share information with ICE, the decision and the reasons articulated shall be recorded in the probation file.

When a probationer has failed to report upon release from custody, it may be required to look into the possibility of the probationer being in custody with Immigration and Customs Enforcement, based on known information (e.g. undocumented status, an immigration hold noted in the jail management system) to determine if a warrant needs to be prepared. In this situation, an immigration check can be made via a CLETS request, using form #5340. Complete the required information and submit to the division Deputy Chief Probation Officer for approval.

C. PROBATION RECORDS/DOCUMENTS

Absent a court order, no probation records or documents shall be viewed or released to ICE personnel. ICE officials should be directed to file an 827 Welfare and Institutions (W&I) Code motion if they wish to view or receive copies of any juvenile probation records. Adult records shall only be made available to ICE officials following a court order or following a subpoena AND a court order. All subpoenas and juvenile motions should be brought to the attention of the Probation Department’s Custodian of Records as soon as reasonably possible. ICE officials requesting copies of probation reports still available to the public (Pre-sentence reports 60 days following sentencing) should be directed to the Court Clerk’s Office.

D. PROCEDURES

Notification
ICE Hold, Notification, or Transfer Requests, including I-247, I-247D, I-247N, I-247X

Upon receiving any of the listed documents from ICE, a copy of the document will be given to a Probation Department Representative who will take the following steps:

- The identified individual shall promptly be given a copy of the request sent by ICE.
- The identified individual shall be given a copy of the form, titled *Immigration and Customs Enforcement Request*, indicating whether the Probation Department intends to comply with the request. Any decision to comply shall be made in conformance with Probation Department policy, Welfare and Institution Code §707(b), and the California TRUST Act, Government Code §§ 7282-7282.5. If a decision has not yet been made regarding compliance with the request, the individual will be informed that a decision is pending, a timeline for an
expected decision, and the criteria that will be used in making the decision.

- If the Probation Department intends to comply with an ICE notification request (I-247N), or has not yet made a decision about compliance, the individual shall be given the opportunity to provide contact information for his or her attorney or any other individual the inmate chooses to designate. The information will be recorded on the bottom portion of the *Immigration and Customs Enforcement Request* form.

- If the Probation Department notifies ICE that an individual is being, or will be, released on a certain date and time, the Probation Department shall promptly provide the same notice, using the form titled *Immigration and Customs Enforcement Notified of Your Release*, to the individual. The Probation Department shall also notify the individual’s attorney or other designee, using the contact information provided by the individual. If notification to the attorney or designee is provided by phone, the Probation Department shall subsequently provide, by email, the attorney or designee with a written copy of the notice given to the individual.

- Copies of all documents will be included in the case file.

**Response to Requests from ICE**

The San Mateo County Probation Department does not honor immigration detainers or transfer requests from ICE (I-247, I-247D or I-247X). Federal courts have held a number of times that an immigration detainer, like the I-247A, does not independently provide local law enforcement legal authority to hold an individual past beyond their scheduled release date. Please note there is a difference between an arrest warrant signed by a judge, and an immigration detainer signed by an ICE Agent. We will continue to honor all lawfully valid arrest warrants or court orders no matter the state or federal charges.

While the San Mateo County Probation Department does not accept immigration detainers or transfer requests from ICE, the San Mateo County Probation Department upon the CPO’s or, in his/her absence the ACPO’s or his/her designee’s approval will provide accurate and timely information in response to ICE form I-247N ‘Request For Voluntary Notification Of Release Of Suspected Priority Alien.’ ICE form I-247N is designed to provide ICE with the anticipated release date/time of identified inmate(s).

When the San Mateo County Probation Department receives an ICE form I-247N, Probation Department personnel will complete the bottom section of the form to indicate the juvenile’s assigned release date. In the event a form I-247N is received for a juvenile that has not yet been adjudicated, the form will be marked “adjudication not completed.” If the juvenile was released prior to the receipt of the I-247N form, the form will be marked “juvenile released prior to receipt” along with the actual release date/time and the type of release. All completed I-247N forms will be promptly returned to ICE via fax. A copy of the completed form is to be placed in the juvenile’s case file. If the juvenile is no longer in custody, the original I-247N form will be sent to the Probation Department and added to the juvenile’s case file. A copy of all completed I-247N forms will also be sent via fax (363-4873) to the attention of Supervising Juvenile District Attorney.

When a previously un-adjudicated juvenile receives a disposition and an I-247N form is present in the juvenile’s case file, Probation Department personnel will update the I-247N with the assigned release date and send the revised document to ICE via fax.
In the event an I-247N form has been submitted for a juvenile that was previously un-adjudicated and has now been ordered released by the court, Probation Department personnel will notify ICE via telephone of the pending release and anticipated release time.

All I-247N forms received by the Probation Department will be recorded on the I-247N log. It is the responsibility of Probation Department personnel assigned to intake to record when the notification is made to ICE and to record the release information for the juvenile on the same I-247N log.

If ICE or the Probation Department identifies a subject in custody whose release would present a significant and foreseeable and/or articulable danger, as set forth in Government Code § 7282 – 7282.5 or Welfare and Institutions Code § 707(b), and where an ICE detainer placement should be considered by the department in order to preserve the public safety, the Chief Probation Officer or, in his/her absence the ACPO or his/her designee will be briefed and then seek approval from the CPO before a detainer placement is issued.

**ICE Interviews**

- ICE will receive the same treatment and courtesy extended toward any law enforcement agency conducting official business with us. In the event an ICE Agent requests to interview a juvenile, Probation Department personnel will do the following:

- Before an individual in custody is made available for an interview with Immigration and Customs Enforcement (ICE):

- The individual must be given a copy of the attached written consent form (Consent Form for Immigration and Customs Enforcement Interview), which explains that the purpose of the interview is to investigate potential immigration violations, that the interview is voluntary, and that he or she may decline to be interviewed and/or may choose to be interviewed only with his or her attorney present.

- The consent form shall be provided in the individual’s preferred language, as indicated by the individual. If the form is not available in the individual’s preferred language, staff shall use the langrage line to have the form translated for the individual.

- The individual may indicate whether he or she consents to the interview by marking the form.

- If the individual does not affirmatively consent to the interview by signing the form, the individual shall not be made available for an ICE interview.

- If the individual indicates that he or she is only willing to speak to ICE with an attorney present, the individual shall not be made available for an interview until ICE has scheduled a meeting with the individual’s attorney, and the attorney is present.

- The Probation Department staff member must also sign and date the form, indicating that it has been provided to the individual in his or her preferred language and when this occurred.

**Public Access to Records**
Upon receiving any request pursuant to the California Public Records Act, GOVT. CODE §§ 6250-6276.48 for information related to ICE’s access to individuals, responsive records shall be produced consistent with the Act’s requirements.
D. GENERAL DEPARTMENT POLICY STATEMENTS

40. Law Enforcement Officers Safety Act (LEOSA)

A. PURPOSE

The Law Enforcement Officers Safety Act (LEOSA) became Federal law on July 22, 2004. Originally introduced as House Resolution 218 (H.R. 218) and codified within the provisions of The Gun Control Act of 1968 as Chapter 44, Title 18 of the United States Code, §§ 926B and 926C, LEOSA defines two classes of law enforcement officers: currently appointed officers and separated officers. LEOSA exempts these persons from the concealed firearms carry laws of the 50 States (including the District of Columbia, Puerto Rico and U.S. Possessions), as well as the political subdivisions thereof, provided they meet LEOSA’s requirements and subject to certain exceptions.

Consistent with Federal Law, it is the policy of the San Mateo County Probation Department to enhance the personal protection of former San Mateo County Probation Department law enforcement officers following retirement. As such, the San Mateo County Probation Department, in accordance with this Policy, shall (1) comply with LEOSA, (2) implement certain procedures in conformity with LEOSA, and (3) permit retired full-time San Mateo County Probation Department law enforcement officers to carry a firearm in accordance with LEOSA and the following conditions and provisions.

B. DEFINITIONS

The following definitions conform to terms as used in LEOSA:

1. QUALIFIED RETIRED LAW ENFORCEMENT OFFICER

Any full-time sworn peace officer of this Department who was authorized to carry at the time of retirement, and did carry a concealed firearm during the course and scope of his/her employment may petition the Chief Probation Officer in writing for the privilege to carry a concealed firearm upon honorable retirement. (Penal Code §§ 25450(d) and 25900(d)).

   a. For the purpose of this policy, “honorably retired” includes any peace officer who has qualified for, and accepted, a service or disability retirement, but does not
include any peace officer who retires in lieu of termination. (Penal Code § 16690).

b. No LEOSA endorsement shall be issued to any peace officer retiring because of a psychological disability. (Penal Code § 26305(a).

c. Other required qualifications shall include:

i. The honorably retired peace officer retired from service in “good standing” (defined as having satisfied all training requirements for armed officers, including qualifications).

ii. Before such separation, had regular employment as a peace officer for an aggregate of 10 years or more or, if employed as a peace officer for less than 10 years, separated from service after completing any applicable probationary period due to a service-connected disability, as determined by this Department.

iii. Has not been disqualified for reasons related to mental health.

iv. Has not entered into an agreement with this Department where the peace officer acknowledges that he/she is not qualified to receive a firearm qualification certificate for reasons related to mental health.

v. Is not prohibited by federal or state law from receiving or possessing a firearm.

(Title 18 U.S. Code § 926C).

2. RETIREE AUTHORIZATION STANDARDS

Any qualified, honorably retiring peace officer of this Department must meet the following standards in order to obtain an identification card with LEOSA endorsement:

a. A retiring officer shall submit a LEOSA endorsed Identification Card application, at least 120 days prior to retirement, to the Chief Probation Officer.

b. Sign a waiver of liability relieving the Department and the County of liability for any and all post-retirement acts, errors or omissions related to firearms qualifications, use of a firearm, and/or the carrying of a concealed firearm. The decision to carry a firearm post-retirement is solely that of the retiree, acknowledging both his/her personal responsibility as a private person for all acts taken when carrying a concealed firearm as permitted by LEOSA and California law, and also that such acts were not taken as an agent or employee or former employee of the Department. In accordance with the signed waiver...
of liability, the County of San Mateo will provide neither a legal defense nor indemnification for any claim arising from a retiree carrying a firearm.

c. Not have been arrested or convicted of an offense which the Chief Probation Officer deems unsuitable for a CCW approval.

d. Demonstrate good judgment and character commensurate with carrying a loaded and concealed firearm.

e. Qualify on the Department approved course of fire for active duty officers no more than ninety days prior to his/her retirement.

f. Upon the Chief Probation Officer’s approval, the honorably retiring peace officer shall be issued an identification card with a LEOSA endorsement.

(Title 18 U.S. Code §926C)

3. CALIFORNIA RETIRED PEACE OFFICER CCW IDENTIFICATION CARD FORMAT

Any qualified, honorably retired peace officer who meets the qualifications and standards, and has been granted authority by the Chief Probation Officer to carry a concealed firearm upon retirement may be issued a California Retired Peace Officer CCW Identification card by the Department. The identification card shall minimally contain:

a. A photograph of the retiree.

b. The retiree’s name and date of birth.

c. Date of retirement.

d. The name of this Department.

e. The back of the ID shall contain the verbiage for LEOSA endorsement.

(Title 18 U.S. Code §926C(d))

4. RETIREE AUTHORIZATION TO CARRY A CONCEALED FIREARM

Any qualified, honorably retired peace officer who meets the qualifications and standards and

Policy D-40, LEOSA (August 21, 2018)
has been granted authority to carry a concealed firearm upon retirement may carry a concealed firearm only when s/he is:

a. In possession of his/her Department-issued, valid California Retired Peace Officer Identification card.

b. Not under the influence of alcohol or another intoxicating or hallucinatory drug or substance.

c. Not prohibited by federal or state law from receiving a firearm.

d. Not in a location prohibited by California law or by a private person or entity on his/her property, if such prohibition is permitted by California law.

(Title 18 U.S. Code § 926C)

5. RETIREE DENIAL OF STATE CCW ENDORSEMENT

The CCW endorsement under Penal Code § 25470(a) for any peace officer retired from this Department may be denied upon a showing of good cause. Under Penal Code Sections 25450 and 26305, the Department may deny an endorsement to carry a concealed firearm if a retired officer violates any departmental rule or state or federal law that would result in the arrest, suspension, or removal from the agency of an active duty officer. Any denial under this section shall also be considered disqualification under 18 USC § 926C(d). Good cause, if challenged, shall be determined in the following manner:

a. In the event that a CCW endorsement is initially denied, the retiring officer shall have 15 days from the date of denial to request a formal hearing.

b. The failure to submit a timely written request for a hearing shall be deemed a waiver of such right. (Penal Code § 26312(c)).

c. The hearing, absent written agreement between the parties, shall be held no later than 120 days after the request is received.

6. RETIREE FIREARMS QUALIFICATIONS

a. The Department will bear no responsibility for the qualifications of retiree’s carrying a concealed firearm under LEOSA.

b. The retiree shall obtain the required firearms qualification privately from an instructor meeting the requirements set forth in LEOSA.

c. The Department shall bear no expenses related to a retiree’s post-retirement firearms
7. PAST RETIREES

a. Officers who retired prior to enactment of this policy shall meet the following:

1. Submit an application for a LEOSA endorsed Identification Card with the Chief Probation Officer.

2. Provide proof of firearms qualification within the most recent 12 months of submitting the application as outlined in LEOSA (Title 18 U. S. Code §926C(4)).

3. Submit to a criminal history background check.

4. Retired from service in “good standing” (defined as having satisfied all training requirements for armed officers, including qualifications).

5. Was armed at the time of retirement.
D. Use of APB.net (Critical Reach) Track Flyer

41. APB NET

A. PURPOSE

The purpose of this policy is to establish guidelines for the use of APB.net.

B. POLICY

Critical Reach track flyers containing vital information (e.g. name, date of birth, photo) will be issued on certain cases with current teletypes and outstanding warrants. The judicious use of this resource is imperative. Therefore, this policy outlines when a flyer is mandatory and when it is discretionary.

Flyers are mandatory (issued within one business day) when:

1. A youth escapes/walks away from the juvenile hall, Camp Kemp or Camp Glenwood.
2. A ward absconds from home and a warrant has been issued.
3. An adult sex offender has absconded and a warrant has been issued.
4. An adult sex offender on GPS has removed the GPS device.
5. A PRCS/Mandatory Supervisee is a danger to the community (e.g. history of violence toward person/gang/sex offense) and has an outstanding teletype or warrant.

Flyers are discretionary when:

1. A ward absconds from home and the DPO has issued a teletype.
2. An adult supervisee on an intensive caseload has absconded and the DPO has issued a teletype or warrant.

STAFF NOTE: On the same day a Critical Reach track flyer has been issued, notify the Off-Duty Officer, by sending an email to the Off-Duty distribution list: Prob_Off_Duty_OD for adult cases, and PROB_Off_Duty_Juvenile for juvenile cases. Confirm that PIMS is updated.

C. GUIDELINES
The following will provide guidelines on the authorized language to use given a variety of situations:

a. Absconding from a detained facility/during transport

On (date & time), (name) absconded from (Juvenile Hall/Camp Glenwood/Camp Kemp/transport to ____________). He/She/They was wearing (clothing/shoes description). His/Her/Their parent/guardian is/are (their name) and they reside at (legal residence). Youth last seen heading towards (direction).

If seen, please detain on 777WIC and 871WIC and contact (name of staff sending flyer) at (list telephone #s), or after hours call Juvenile Admissions at 650-312-5200.

b. Juvenile Absconding from Probation Officer

Suggested header:
602 WIC – ABSCONDED

On (date), a (teletype/warrant) was issued as a result of (name) failing to maintain contact with his/her/ their probation officer. He/She/They is known to frequent (areas of interest). He/She/They is also known to associate with (gang name). Please be aware of the following cautions: (e.g. mental health history, needle drug user/universal precautions/history of violence against persons/history of weapon use).

If seen, please confirm the teletype or warrant remains active with DPO (name & telephone #), or after hours call Juvenile Admissions at 650-312-5200.

c. Adult Absconding from Probation Officer

Suggested headers:
290 PC – ABSCONDED
PRCS OFFENDER – ABSCONDED
MANDATORY SUPERVISION OFFENDER – ABSCONDED HIGH-RISK/VIOLENT PROBATIONER – ABSCONDED

On (date), a (teletype/warrant) was issued as a result of (name) failing to maintain contact with his/her probation officer. He/She/They is known to frequent (areas of interest). He/She/They is also known to associate with (gang name). Please be aware of the following cautions: (e.g. mental health history, needle drug user/universal precautions/history of violence against persons/history of weapon use). During business hours, call the Probation Department at 650-363-4244, and after hours, call the Off-Duty Officer via County Communications at 650-363-4000.
Teletypes and warrants must be confirmed with the Sheriff’s Office.

d. High-Risk Sex Offender (HRSO) removing Global Positioning System (GPS)

On (date), (name) removed the court-ordered GPS device. Last known location was (address/location). He/She/They is known to frequent (areas of interest). Teletype or warrant request is pending/outstanding. If seen, please contact (rank, staff name & telephone #).

Teletypes and warrants must be confirmed with the Sheriff’s Office.

D. TRAINING

For training and/or assistance, please consult with your supervisor or the other designated users in the division.
D. GENERAL DEPARTMENT POLICY STATEMENTS

42. Probation Subpoena Policy

A. PURPOSE

This policy establishes the guidelines for department staff who must appear in court. It will allow the San Mateo Probation Department to cover any related work absences and keep the Department informed about relevant legal matters.

B. DEFINITIONS

Standby - When an employee receives a subpoena of a type which allows him or her to not appear in court, but remain available by phone so that he or she may be directed to appear in court within a reasonable amount of time.

Mandatory Appearance - Subpoenas marked as mandatory appearance require an employee's physical appearance in the specified court. Failure to timely appear in the specified court, either intentionally or by negligence, may result in disciplinary action.

C. POLICY

San Mateo Probation Department staff will respond appropriately to all subpoenas and any other court-ordered appearances.

D. COURTROOM PROTOCOL

When appearing in court, staff shall:

(a) Be punctual and prepared to proceed immediately with the case for which they are scheduled to appear.

(b) With the exception of a subpoena duces tecum (subpoena for records), and juvenile court officer duties, do not bring the case file to court, since the contents of the file will be discoverable to all parties when you take the stand. Consult with your supervisor on which documents to take to court.
Dress in professional business attire, as specified in the dress code.

(c) Observe all rules of the court in which they are appearing and remain alert to changes in the assigned courtroom where their matter is to be heard.

E. TESTIMONY

Before the date of testifying, the subpoenaed staff shall become familiar with the case in order to be prepared for court.

F. OVERTIME APPEARANCES

When a staff appears in court on his/her off-duty time, he/she will be compensated in accordance with the current memorandum of understanding or collective bargaining agreement.

G. E-SUBPOENA SYSTEM (San Mateo County District Attorney’s Office)

The department had agreed to accept delivery of subpoenas from the San Mateo County District Attorney’s Office via the E-Subpoena system. Please see the “Electronic Subpoena Protocol” on the department’s SharePoint page for more information. All other subpoenas will be subject to the following guidelines:

H. ALL OTHER SUBPOENAS

Only department staff authorized to receive a subpoena on behalf of this department or any of its staff may do so. This may be accomplished by personal service to the staff or by delivery of two copies of the subpoena to the staff’s supervisor, delegated supervisor, or other authorized departmental agent (Government Code § 68097.1; Penal Code § 1328(c)). A staff or supervisor, at their discretion, may agree to accept service in forms other than personal service (including but not limited to fax, email, or mail). It is recommended that the staff contact the entity issuing the subpoena to coordinate delivery of the subpoena.

An immediate supervisor or authorized individual may refuse to accept service for a criminal subpoena if (Penal Code § 1328(d)(e)):

(a) He/she knows that he/she will be unable to deliver a copy of the subpoena to the named officer within sufficient time for the named officer to comply with the subpoena.

(b) It is less than five working days prior to the date listed for an appearance and he/she is not reasonably certain that service can be completed.

If, after initially accepting service of a criminal subpoena, a supervisor or other authorized individual determines that he/she is unable to deliver a copy of the subpoena to the named officer within sufficient time for the named officer to comply with the subpoena, the supervisor shall notify...
the server or the attorney named on the subpoena of such not less than 48 hours prior to the date listed for the appearance (Penal Code § 1328(f)).

I. SPECIAL NOTIFICATION REQUIREMENTS

Any staff who is subpoenaed to testify, agrees to testify or provides information on behalf of or at the request of any party other than the San Mateo County District Attorney’s Office shall notify his/her immediate supervisor without delay regarding:

(a) Any civil case where the County or one of its staff, as a result of his/her official capacity, is a party.
(b) Any civil case where any other city, county, state or federal unit of government or a staff of any such unit of government, as a result of his/her official capacity, is a party.
(c) Any criminal proceeding where the staff is called to testify or provide information on behalf of the defense.
(d) Any civil action stemming from the staff’s on-duty activity or because of his/her association with the San Mateo Probation Department.
(e) Any personnel or disciplinary matter when called to testify or to provide information by a government entity other than the San Mateo Probation Department.

The supervisor will then notify the Chief Probation Officer and the appropriate prosecuting attorney as may be indicated by the case. The Chief Probation Officer should determine if additional legal support is necessary.

No staff shall be retaliated against for testifying in any matter.

J. CIVIL SUBPOENA

The Department will compensate staff who appear in their official capacities on civil matters arising out of their official duties, as directed by the current memorandum of understanding or collective bargaining agreement.

The Department should seek reimbursement for the staff’s compensation through the civil attorney of record who subpoenaed the staff.

K. OFF-DUTY RELATED SUBPOENAS

Staff receiving valid subpoenas for off-duty actions not related to their employment or appointment will not be compensated for their appearance. Arrangements for time off shall be coordinated through their immediate supervisors.

L. FAILURE TO APPEAR
Any staff who fails to comply with the terms of any properly served subpoena or court-ordered appearance may be subject to discipline. This includes properly served orders to appear that were issued by a state administrative agency.
D. General Department Policy Statements

43. Naloxone (Narcan)

A. PURPOSE

The purpose of this policy is to establish guidelines for the storage, training, and use of Naloxone.

B. POLICY

Naloxone is a drug that can counteract the life-threatening effects of an opioid overdose. The San Mateo County Probation Department will provide this resource to authorized staff members that have been trained in its application to administer in the event of a medical emergency.

Training: Sworn staff members may be trained on the use of Naloxone as part of their required and ongoing CPR/First Aid training.

Issuance: While on-duty, staff are only authorized to use Naloxone kits issued to them by the San Mateo County Probation Department.

Storage: Staff who have been issued a Naloxone kit shall ensure that the kit is stored in an area that is inaccessible to others, and in compliance with the manufacturer’s temperature requirements. Staff shall not place kits in vehicle trunks at any time.

Staff should inspect the kit for damage prior to conducting field work or at the start of their shift. Any expired or unusable kits should be returned to the department for new kits.

Use: Staff who have completed the required training and are authorized to use Narcan may administer the medication in accordance with this policy and their training. If circumstances allow, staff should notify County Communications or call 911 to request emergency medical assistance prior to the administration of Narcan. If prior notification is not possible, staff will do so as soon as possible after the administration of Narcan.

Documentation: Staff who administer Narcan will complete an incident report within 24 hours, as well as the San Mateo County Health notification form (attached). Staff will submit both documents to their immediate supervisor for review and distribution to County Health.

February 14, 2019
E. APPENDIX: Forms

E. APPENDIX (Forms)

1. Telecommuting Schedule, Equipment/Access Requirements, Journal & Agreement forms ................................................................................................................ 318
2. Form 9019: Alternative Work Week Request .................................................................... 322
3. Form 9003: Request for Outside Employment ................................................................... 323
4. Application to Carry a Firearm ........................................................................................... 324
5. Discharge of a Firearm Incident Report ............................................................................. 327
6. Form 9065B: Citizen’s Complaint Form/English & Spanish ............................................. 332
7. Form 1044: Radio Use ....................................................................................................... 344
8. Field Search Forms ............................................................................................................. 345
9. Visitor Log ......................................................................................................................... 358
**TELECOMMUTING SCHEDULE ~ EXHIBIT A**

Complete all the requested information below and once complete, print the document and attach to the Telecommuting Agreement.

THE TELECOMMUTING SCHEDULE IS AS FOLLOWS:

<table>
<thead>
<tr>
<th>Day</th>
<th>Office or Telecommuting</th>
<th>Hours from and to</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Office or Telecommuting</td>
<td>Hours from and to</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Office or Telecommuting</td>
<td>Hours from and to</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Office or Telecommuting</td>
<td>Hours from and to</td>
</tr>
<tr>
<td>Thursday</td>
<td>Office or Telecommuting</td>
<td>Hours from and to</td>
</tr>
<tr>
<td>Friday</td>
<td>Office or Telecommuting</td>
<td>Hours from and to</td>
</tr>
</tbody>
</table>

Both Office and Telecommuting work days must include a half hour (minimum) lunch break.

**COMMUNICATIONS**

While telecommuting the employee shall communicate with their supervisor at least once per day by phone. Messages are to be returned within (30) thirty minutes.

Telecommuter shall maintain a functional phone and shall have their work phone forwarded to their telecommute phone in order to receive calls and bulletins (per Departmental Policy).

All reports shall be delivered/ submitted for supervisor review by 9:00 a.m. the day before your telecommute day.

**LIST MEETINGS/EVENTS THAT MUST BE ATTENDED BY TELECOMMUTER:**

- Training Classes:
- Unit Meetings:
- Court Hearings:
- Other events/activities as directed by the supervisor:
EQUIPMENT/ACCESS REQUIREMENTS
County equipment and/or Information Systems to which telecommuter will have access from remote work location (if any):

<table>
<thead>
<tr>
<th>SYSTEM</th>
<th>APPLICATION</th>
<th>DATABASE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dell Laptop</td>
<td>VPN</td>
<td>JAMS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Outlook</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ATKS</td>
</tr>
</tbody>
</table>
# Telecommute Journal

Pay Period Date: ______ / ______  Employee’s Name: ____________________

Address / Approved Remote Work Site: ____________________________________

<table>
<thead>
<tr>
<th>Date</th>
<th>IN</th>
<th>OUT</th>
<th>Work Performed (Case Name, Activity and/or Person Contacted)</th>
<th>Total Hours Worked</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

Total Hours Worked at Home This Week: ____________________

Employee Signature: ____________________  Date: ______

Supervisor’s Signature: ____________________  Date: ______

---

Policy B-12a Telecommuting (Revised February 22, 2016)
TELECOMMUTE AGREEMENT

Employee: ____________________________________________

Supervisor: ____________________________________________

Approved Remote Worksite Schedule:

Day of Week: ____________________________________________

Every Week: Yes No

Other: ____________________________________________

Telecommute Location:

Address: ____________________________________________

Telephone: ____________________________________________

Fax: ____________________________________________

Email: ____________________________________________

Cell Phone: ____________________________________________

I have read and agree to comply with all the provisions of the Telecommute policy. I understand the San Mateo County Probation Department may discontinue my Telecommute Program at any time by providing me with written notice of the decision to discontinue this program. I further understand that I may discontinue my Telecommute Program at any time by providing written notice to my supervisor.

Employee Signature: ____________________ Date: __________

Approved by Deputy Chief: ____________________ Date: __________

Additional Departmental Expectations, if any:

__________________________________________

__________________________________________
DATE: ________________________

TO: __________________________ (Payroll Personnel Supervisor)

FROM: _________________________

SUBJECT: WORK SCHEDULE

I am requesting:
☐ 5-8 Schedule (Policy B-12 Working Hours and Modified Work Day Week)
☐ 9-80 Schedule (Policy B-12b Alternative Work Schedules Program)
☐ 4-10 Schedule (Policy B-12b Alternative Work Schedules Program)

<table>
<thead>
<tr>
<th></th>
<th>Sun</th>
<th>Mon</th>
<th>Tues</th>
<th>Wed</th>
<th>Thur</th>
<th>Fri</th>
<th>Sat</th>
<th>Sun</th>
<th>Mon</th>
<th>Tues</th>
<th>Wed</th>
<th>Thur</th>
<th>Fri</th>
<th>Sat</th>
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<td>End</td>
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<td>Total</td>
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</tr>
</tbody>
</table>

(Write number of hours worked or “off” in bottom row. Please remember to account for your unpaid lunch break, unless you work as a Group Supervisor in the Youth Services Center or Camps.)

4/10 & 9/80 Vacation/Sick Leave Usage
Hours taken will correspond to regularly scheduled hours, i.e., 10 hours sick leave on 4/10 and 9 hours on 9/80 plan.

4/10 & 9/80 Holiday Hours Credited But Not Taken
Employees must make up difference between what the county grants and what employee is regularly scheduled to work, i.e., county grants 8 hours; employee on 4/10 must use 2 hours vacation/comp time to equal 10 hours worked. (Ordinance 2231.2 limits unworked holiday hours to 8 per holiday.) If holiday falls on day other than Saturday or Sunday and employee is not regularly scheduled to work that day, or employee is required to work on a holiday, the employee shall accrue the equivalent straight-time off not to exceed 8 hours to be used during the calendar year following the holiday.

I have read and understand the department’s work scheduled policies (B-12, B-12b).

Employee’s Signature: ___________________________ Date: __________

Supervisor’s Signature: ___________________________ Date: __________

Manager’s Signature: ___________________________ Date: __________

If Applicable: (9-80 and 4-10 work schedules)
Work Partner’s Name: ____________________ Work Partner’s Signature: ____________________ Date: __________

This Work Schedule expires on: ________________

cc: Supervisor
Employee

Form 9019
SAN MATEO COUNTY
PROBATION DEPARTMENT
ADMINISTRATIVE MANUAL

INTRA-DEPARTMENTAL CORRESPONDENCE

SUBJECT: REQUEST FOR OUTSIDE EMPLOYMENT

Date: 

Your Name: ___________________________ Title: ___________________________

Assignment: __________________________ Work Site: __________________________

Current Work Schedule (Days): _______________ Shift (Times): __________________

[ ] Non Applicable: I have read Policy B-13. I am not requesting outside employment at this time.

Fill out this section to request outside employment:

Prospective Employer’s Name: ________________________________________________

Address: __________________________________________________________________

Contact Person & Phone Number: _____________________________________________

Position (Job Title): ________________________________________________________

Description of Job: _________________________________________________________

Number of Hours Weekly: __________________________ (CANNOT EXCEED 20 HOURS/WEEK)

Start Date: _______________ End Date: _______________ (If applicable)

Initial each box to request outside employment:

[ ] I acknowledge that my part-time employment will not conflict with my current work schedule.

[ ] I understand that I must secure approval from my supervisor in advance of any work schedule changes that result from my part-time employment.

[ ] I am aware that I cannot be employed in a part-time position that can be considered a conflict of interest pursuant to civil service and departmental policies.

[ ] I am aware that County policy limits outside employment to no more than 20 hours per week.

[ ] I understand that permission to work outside employment expires annually on the last day of the fiscal year. Which this fiscal year is on June 30, 20__.

Name: ___________________________ Signature: ___________________________ Date: _______________

(Employee)

Name: ___________________________ Signature: ___________________________ Date: _______________

(Direct Supervisor ISM/PSM/LOSS)

Name: ___________________________ Signature: ___________________________ Date: _______________

(Division Director (PSM II), FSM, LOSM)

Name: ___________________________ Signature: ___________________________ Date: _______________

(Deputy Chief Probation Officer, Deputy Director)

Name: ___________________________ Signature: ___________________________ Date: _______________

(Chief Probation Officer)

CC: Payroll Personnel Supervisor
Employee

Form9003
D. GENERAL DEPARTMENT POLICY STATEMENTS

18a. Applications to Carry a Firearm

FIREARM INFORMATION – PART A

TO: John Keene, Chief Probation Officer

I, ____________________________, Deputy Probation Officer, have completed an approved firearm training program and have completed the prerequisites to carry a firearm. I request permission to carry the following firearm in the performance of my official duties:

<table>
<thead>
<tr>
<th>Make:</th>
<th>Model:</th>
<th>Caliber:</th>
<th>Serial #</th>
<th>Ownership:</th>
</tr>
</thead>
</table>

I make this request for the following reasons:

I understand that permission to carry a firearm is a privilege, not a right, and, if granted, may be revoked by the Chief Probation Officer at any time.

Print Name of Applicant  Signature of Applicant  Date

Print Name of Firearms Instructor  Recommend  Oppose

Comments:

Signature of Firearms Instructor  Date

APPLICANTS MUST HAVE TAKEN ALL REQUIRED FIREARMS TRAINING COURSES PRIOR TO AUTHORIZATION AND ISSUANCE OF A FIREARM.
## APPROVAL – PART B

**THIS DOCUMENT IS TO BE SENT TO THE FOLLOWING PEOPLE IN THE FOLLOWING ORDER:**

<table>
<thead>
<tr>
<th>Print Name of Probation Services Manager</th>
<th>Recommend</th>
<th>Oppose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comments:</td>
<td></td>
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<td></td>
</tr>
<tr>
<td><strong>Signature of Probation Services Manager</strong></td>
<td>Date</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Print Name of Director</th>
<th>Recommend</th>
<th>Oppose</th>
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<tbody>
<tr>
<td>Comments:</td>
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<tr>
<td><strong>Signature of Director</strong></td>
<td>Date</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Print Name of Deputy Chief</th>
<th>Recommend</th>
<th>Oppose</th>
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<tbody>
<tr>
<td>Comments:</td>
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<tr>
<td><strong>Signature of Deputy Chief</strong></td>
<td>Date</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Print Name of Assistant Chief Probation Officer</th>
<th>Recommend</th>
<th>Oppose</th>
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<tr>
<td>Comments:</td>
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</tr>
<tr>
<td><strong>Signature of Assistant Chief Probation Officer</strong></td>
<td>Date</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Print Name of Chief Probation Officer</th>
<th>Recommend</th>
<th>Oppose</th>
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<tbody>
<tr>
<td>Comments:</td>
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<td></td>
<td></td>
</tr>
<tr>
<td><strong>Signature of Chief Probation Officer</strong></td>
<td>Date</td>
<td></td>
</tr>
</tbody>
</table>
**REQUIRED FIREARMS TRAINING COURSES**

The following courses must be taken prior to authorization and issuance of a firearm. To remain eligible to carry a firearm, all course updates must be completed within the expected timeframes—part C.

<table>
<thead>
<tr>
<th>Class</th>
<th>Date Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPR Medic First Aid (Update every two years)</td>
<td></td>
</tr>
<tr>
<td>Defensive Tactics (Annual Update)</td>
<td></td>
</tr>
<tr>
<td>Pepper Spray (Annual Update)</td>
<td></td>
</tr>
<tr>
<td>Pepper Spray (Annual Update)</td>
<td></td>
</tr>
<tr>
<td>Field Safety and Tactics</td>
<td></td>
</tr>
<tr>
<td>Radio Protocol</td>
<td></td>
</tr>
<tr>
<td>Weapon Retention (Annual Update)</td>
<td></td>
</tr>
<tr>
<td>Firearms Recognition and Protocol <em>(Must be completed within five years of application date)</em></td>
<td></td>
</tr>
<tr>
<td>Firearms Continuum of Force <em>(Must be completed within five years of application date)</em></td>
<td></td>
</tr>
<tr>
<td>PC 832 Firearms Range Training **</td>
<td></td>
</tr>
<tr>
<td>Conducted Electrical Weapons (Taser) Training **</td>
<td></td>
</tr>
</tbody>
</table>

* Course includes Civil Liability and De-escalation of Force components.

** Course to be completed following a psychological evaluation.

---

Name of Training Manager

I have verified that Deputy Probation Officer ___________________________________________ has successfully completed all of the above-required courses.

Signature of Training Manager

Date
## GENERAL DEPARTMENT POLICY STATEMENTS

18b. Discharge of a Firearm Incident Report

### INCIDENT INFORMATION – SECTION I

THIS FORM IS TO BE COMPLETED BY BOTH THE INVOLVED PROBATION OFFICER AND THE PROBATION SERVICES MANAGER CONDUCTING THE INVESTIGATION

<table>
<thead>
<tr>
<th>Type of Incident:</th>
<th>Date/Time of Occurrence:</th>
<th>Location of Occurrence:</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Name of Probation Officer Involved:</th>
<th>Unit:</th>
<th>Work Phone:</th>
<th>Cell Phone:</th>
</tr>
</thead>
<tbody>
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<td></td>
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</table>

<table>
<thead>
<tr>
<th>Business Address:</th>
<th>Was a Police Report Filed?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street:</td>
<td>YES NO</td>
</tr>
<tr>
<td>State:</td>
<td>Zip:</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name of Probation Services Manager (PSM) Informed:</th>
<th>Date/Time PSM was Informed:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>PSM Work Phone:</td>
</tr>
<tr>
<td></td>
<td>PSM Cell Phone:</td>
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<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Did PSM Respond to Scene:</th>
<th>Manner in which PSM was informed:</th>
</tr>
</thead>
<tbody>
<tr>
<td>YES</td>
<td></td>
</tr>
<tr>
<td>NO</td>
<td></td>
</tr>
</tbody>
</table>
## SUBJECT INFORMATION – INJURED PARTY – SECTION II

<table>
<thead>
<tr>
<th>Name of Injured Party:</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Street:</td>
<td></td>
</tr>
<tr>
<td>City:</td>
<td></td>
</tr>
<tr>
<td>State:</td>
<td>Zip:</td>
</tr>
<tr>
<td>Home Phone:</td>
<td>Cell Phone:</td>
</tr>
<tr>
<td>DOB:</td>
<td>PDS#:</td>
</tr>
<tr>
<td>Court #:</td>
<td></td>
</tr>
</tbody>
</table>

## WITNESS INFORMATION – SECTION III

INCLUDE FURTHER WITNESS INFORMATION ON ADDITIONAL SHEET
STATEMENTS FROM WITNESSES MAY BE ATTACHED ON A SEPARATE SHEET

<table>
<thead>
<tr>
<th>Name of Witness #1:</th>
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<tbody>
<tr>
<td>Street:</td>
<td></td>
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<tr>
<td>City:</td>
<td></td>
</tr>
<tr>
<td>State:</td>
<td>Zip:</td>
</tr>
<tr>
<td>Home Phone:</td>
<td>Cell Phone:</td>
</tr>
<tr>
<td>DOB of Witness #1:</td>
<td></td>
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</tbody>
</table>

D – 18b Discharge of a Firearm Incident Report

**Released per SB 978 on 1/1/21**
**DISCHARGE OF A FIREARM INCIDENT REPORT**

<table>
<thead>
<tr>
<th>Name of Witness #2:</th>
<th>__________________________</th>
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</thead>
<tbody>
<tr>
<td>Street:</td>
<td>__________________________</td>
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<tr>
<td>City:</td>
<td>__________________________</td>
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<td>State:</td>
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<td>Zip:</td>
<td>__________________________</td>
</tr>
<tr>
<td>Home Phone:</td>
<td>__________________________</td>
</tr>
<tr>
<td>Cell Phone:</td>
<td>__________________________</td>
</tr>
<tr>
<td>DOB of Witness #2:</td>
<td><strong>/</strong>/_____________</td>
</tr>
<tr>
<td></td>
<td>Day  Month  Year</td>
</tr>
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D – 18b Discharge of a Firearm Incident Report
## DISCHARGE OF A FIREARM INCIDENT REPORT

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released per SB 978 on 1/1/21

D – 18b Discharge of a Firearm Incident Report
D. GENERAL DEPARTMENT POLICY STATEMENTS

21. Citizen’s Complaint Policy and Form

CITIZENS COMPLAINT POLICY

I. Statutory Obligation

Section 832.5 of the Penal Code requires that each department or agency in this state which employs peace officers shall establish a procedure to investigate citizens’ complaints against the personnel in such departments or agencies, and to make a written description of the procedure available to the public.

A. What constitutes a Complaint

The department shall formally investigate any complaint that alleges:

1. Violation of the law
2. Professional misconduct
3. Incompetence

Nonspecific allegations, reproaches, general criticisms not identifying individuals, or protests that do not fit within normally accepted definitions of misconduct or incompetence, shall not constitute a citizen’s complaint and do not require a formal investigation.

B. Use of Department Form

All citizen complaints must be documented on the department’s Citizen’s Complaint Form and investigated in a timely manner (see attached).
C. Retention of Records

Formal complaints and any reports or findings relating thereto shall be retained for a period of at least five years. Complaints not requiring a formal investigation shall be retained for a period of six months and be kept in a file separate from the formal investigations.

II. Investigation

Citizens’ complaints and all subsequent inquiries are to be processed by as few people as possible and within an employee’s direct chain-of-command unless special circumstances make this inappropriate.

The complaint will be directed to the immediate supervisor of the subject of the complaint. That supervisor will advise the employee of the complaint and provide the employee with written documentation in as timely a manner as possible and prior to commencing any formal investigation.

All individuals involved in the investigation of a complaint shall ensure that the employee’s rights pursuant to Government Code Sections 3301 through 3313 are observed (Public Safety Officers Procedural Bill of Rights Act).

III. General Procedures

Any employee who receives a complaint about themselves or about another employee of this department shall direct the complaining party or the written complaint to the supervisor of the employee named in the complaint.

A. The immediate supervisor shall then:

1. Make sure the complaining party understands the text of the complaint form and obtains his or her signature acknowledging that it is a violation of Penal Code Section 148.6 to make a fraudulent complaint.

2. Advise the complaining party that the complaint will be responded to promptly and that they will be notified of the department’s actions.

3. Make an initial evaluation of the complaint.

4. Send the completed complaint form along with their recommendation for formal or informal action to the next level of supervision.
B. The second level supervisor shall:

1. Review the complaint and the immediate supervisor’s recommendation.

2. Determine whether formal or informal action is appropriate.

C. If Formal Action is Appropriate:

1. The second level supervisor shall check the box on the complaint form indicating formal action; attach a plan of action to deal with the complaint.

2. The second level supervisor will then route the complaint and attachments to the next level of supervision with a recommendation that the complaint be investigated.

3. The third level of supervision will review the complaint, attachments and the recommendation of the second level supervisor and either direct the second level supervisor to take such action as necessary to complete an investigation, or direct the second level supervisor to consider the complaint informal and write the complainant to this effect.

4. Notwithstanding the above, if illegal conduct is alleged, the complaint will be forwarded immediately to the Deputy Chief of the division of the subject of the complaint for action and/or specific direction.

D. Possible Findings of a Formal Investigation:

1. Sustained: The complaint is true.

2. Not Sustained: It cannot be determined whether the complaint is true or not.

3. Exonerated: The employee did what the complaint alleged and there is a legal basis or policy for his or her actions.

4. Unfounded: The alleged incident clearly did not happen.
5. A letter reporting the department’s findings shall be sent by the third level supervisor to the complainant within 30 days of disposition.

6. The subject of the complaint shall be provided copy of this letter, along with any other written findings regarding the complaint.

7. If the complaint is sustained, no disciplinary action will be taken without the approval and recommendation of the third level supervisor. The Chief Probation Officer will review and approve all disciplinary action before implementation.

E. If Formal Action is Not Appropriate:

1. The second level supervisor shall check the box on the complaint form indicating *informal* action and compose a letter to the complainant declaring why formal action is not appropriate. Both documents will then be sent to the third level supervisor who will then either approve the action or return the documents to the second level supervisor for further action. If approved, the second level supervisor will notify the complainant that the appropriate management staff has been *advised* of the complaint but that no further action will be taken.

2. The subject of the complaint shall be provided a copy of this letter, along with any other written findings regarding the complaint and a copy of this letter will be retained for a period of six months by the second level supervisor. After this period, the complaint and the Department’s response to it shall be destroyed.

3. The following is an example to be used in responding to a complaining party of the status of their *informal* complaint:

   This letter is to inform you that your complaint has been received and reviewed by the appropriate management staff. The issue(s) contained in your complaint has been discussed with the employee. No further action will be taken at this time.

Policy Date: July 21, 1997
Revised Date: December 6, 2000
Every citizen has the right to lodge a complaint against a Probation Department employee for alleged misconduct. Complaints of alleged employee misconduct shall be promptly and thoroughly investigated. Investigations shall be aimed at maintaining public confidence and departmental integrity. The goal is to explore and clarify all the facts surrounding the incident in question.

A complaint is defined as an accusation towards any employee or group of employees of illegal, incompetent or unprofessional conduct.

Procedure
Although you may make a complaint by phone, we require that you submit a written complaint on a department provided "Citizen Complaint" form before any investigation will commence. Please mail or deliver the completed form to the manager from whom you received it. Prompt action will then be taken to investigate and respond to your complaint.

Management will notify the employee of the complaint and ask for their cooperation in the investigation of the complaint. Such other persons and/or materials will be reviewed as deemed appropriate. You will be notified of the results of the investigation within 30 days of completion of the investigation.

Please be aware that it is against the law to make a complaint that you know to be false. If you make a complaint knowing that it is false, you can be prosecuted on a misdemeanor charge and held liable in civil court.

Respectfully submitted,

John Keene
Chief Probation Officer

FOR: __________________________
*  
Probation Services Manager

Form 9065A
1/19/16
SAN MATEO COUNTY PROBATION DEPARTMENT
148.6 PC
CITIZEN'S COMPLAINT FORM

COMPLAINING PARTY

(Please Print)
Name: ____________________________________________

Address: ____________________________________________

City:________________________ State:____________________ Zip:__________

Phone Number:________________________ (Home)________________________ (Work)

YOU HAVE THE RIGHT TO MAKE A COMPLAINT AGAINST A POLICE* OFFICER FOR ANY IMPROPER POLICE CONDUCT. CALIFORNIA LAW REQUIRES THIS AGENCY TO HAVE A PROCEDURE TO INVESTIGATE CITIZENS' COMPLAINTS. YOU HAVE A RIGHT TO A WRITTEN DESCRIPTION OF THIS PROCEDURE. THIS AGENCY MAY FIND AFTER INVESTIGATION THAT THERE IS NOT ENOUGH EVIDENCE TO WARRANT ACTION ON YOUR COMPLAINT; EVEN IF THAT IS THE CASE, YOU HAVE THE RIGHT TO MAKE THE COMPLAINT AND HAVE IT INVESTIGATED IF YOU BELIEVE AN OFFICER BEHAVED IMPROPERLY. CITIZEN COMPLAINTS AND ANY REPORTS OR FINDINGS RELATING TO COMPLAINTS MUST BE RETAINED BY THIS AGENCY FOR AT LEAST FIVE YEARS.

*policeman or any peace officer such as a probation officer or group supervisor

IT IS AGAINST THE LAW TO MAKE A COMPLAINT THAT YOU KNOW TO BE FALSE. IF YOU MAKE A COMPLAINT AGAINST AN OFFICER KNOWING THAT IT IS FALSE, YOU CAN BE PROSECUTED ON A MISDEMEANOR CHARGE AND HELD LIABLE IN CIVIL COURT.

Form9065B Additional information on the other side
1/19/16
Name(s) of subjects of Complaint:

1. ____________________________

2. ____________________________

3. ____________________________

4. ____________________________

Check any of the following that apply:
( ) committed a law violation
( ) committed an act of professional misconduct
( ) performed with incompetence

Date/Time/Location of Incident: ____________________________

Details of Incident

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

(Attach additional pages if necessary)

I declare the above statement is a true and correct statement and understand I can be prosecuted for filing a false complaint.

Complaining party ____________________________ Date ____________________________

DO NOT WRITE BELOW THIS LINE

PSMI ____________________________
PSMII ____________________________
DCPO ____________________________
Todo ciudadano tiene derecho a presentar una denuncia contra un empleado del Departamento de Libertad Condicional por presunta mala conducta. Las denuncias por supuestas faltas de conducta serán investigadas inmediatamente y a fondo. Las investigaciones deberán estar encaminadas a mantener la confianza pública e integridad departamental. El objetivo es estudiar y aclarar todos los hechos que rodean el incidente en cuestión.

Una denuncia se define como una acusación hacia cualquier empleado o grupo de empleados por conducta ilegal, incompetencia o de no conducirse profesionalmente.

Procedimiento

Aunque usted puede levantar una denuncia por teléfono, es necesario que presente una denuncia por escrito en una forma facilitada por el departamento titulada "Denuncia Ciudadana" antes de poder comenzar cualquier investigación. Por favor envíela por correo o entrega la forma completa al gerente de quien usted la recibió. Acción rápida se llevará acabo a investigar y responder a su queja.

La administración notificará al empleado de la denuncia y solicitará su cooperación en la investigación de la denuncia. Cualquier otras personas y/o materiales serán revisados según se considere conveniente. Usted será notificado de los resultados de la investigación en un plazo de 30 días al finalizar la investigación.

Por favor tenga en cuenta que es contra la ley hacer una denuncia falsa. Si se hace una denuncia sabiendo que es falsa, puede ser procesado por un cargo de delito menor y ser responsable en un tribunal civil.

Respetuosamente,

John Keene
JEFE DEL SERVICIO DE LIBERTAD CONDICIONAL

POR __________________________________________

* Gerente I de Servicios de Libertad Condicional

Forma 9065A
1/19/16

DEPARTAMENTO DE LIBERTAD CONDICIONAL DEL
CONDADO DE SAN MATEO
148.6 PC
FORMA DE LA DENUNCIA CIUDADANA
PARTE RECLAMANTE

Nombre: ____________________________________________________________
Domicilio: ____________________________________________________________
Ciudad: _____________________ Estado: ______________ Cadigo Postal: ______________

Numero de Telephono: ______________________ (Casa) ______________________ (Trabajo)

Usted tiene el derecho de levantar una denuncia encontra de un policía* por cualquier mala conducta. La ley de California requiere que esta agencia tenga un procedimiento efectivo para investigar las denuncias de ciudadanos. Usted tiene el derecho de obtener este procedimiento por escrito. Después de la investigación, tal vez esta agencia vea que no hay evidencia suficiente para justificar acción a su denuncia; aunque esto sea el caso, usted tiene el derecho de levantar una denuncia y que sea investigada si usted cree que un oficial actúo inapropiadamente. Las denuncias presentadas por los ciudadanos y los informes o conclusiones relacionados a las denuncias tienen que ser guardadas por esta agencia por lo menos cinco años.

*policía o cualquier oficial de paz, como un oficial de libertad condicional o supervisor de grupo.

Es encontra de la ley hacer una denuncia que usted sabe que es falsa. Si usted levanta una denuncia encontra de un oficial sabiendo que es falsa, usted puede ser procesado por un cargo de delito menor y responsable en un tribunal civil. He leído y comprendido la declaración anterior y entiendo que puedo ser procesado por levantar una denuncia falsa.

Informacion adicional en el otro lado

Form 9065B
1/19/16

Quiero reportar a los empleados nombrados abajo:

1. ____________________________________________________________
2. ____________________________________________________________
3. ____________________________________________________________
4. ____________________________________________________________
Marque cualquiera de las siguientes que se aplican:

_____ Cometió una violación de la ley
_____ Cometió un acto de mala conducta profesional
_____ Actuó con incompetencia
_____ Otro

Fecha/hora/lugar de incidente:

Detalles del incidente:

(Incluir páginas adicionales si es necesario)

Declaro la declaración anterior es una declaración verdadera y correcta y entiendo que puedo ser procesado por presentar un denuncia falsa.

Parte Reclamante ____________________________ Fecha ____________________________

NO ESCRIBA DEBAJO DE ESTA LÍNEA
D – 21 Citizen’s Complaint Policy and Form
released per SB 978 on 1/1/21
D. GENERAL DEPARTMENT POLICY STATEMENTS

32 - a. Radio Form #1044

To: County Communications
FAX# 367.7596 OR 363.1819

From: Deputy Probation Officer
Fax #:

DATE: Nature of Detail:

DISPATCH:
We will conduct probation contacts and searches on ________, from ________ to _________.
This is an approximate time. I will call in before we go 10-8.

<table>
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<tr>
<th>Officers</th>
<th>Armed</th>
<th>Call Sign</th>
<th>Cell Phone</th>
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VEHICLE(S): __________________________

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CHANNEL: GREEN / CWMA (unless otherwise directed by dispatch)

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<td>100-199</td>
<td>Family Preservation - PROP</td>
<td>450-499</td>
<td>Glenwood – Girls</td>
<td>800-849</td>
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<tr>
<td>Redwood City</td>
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<td>PRCS Unit</td>
<td>500-599</td>
<td>EMP</td>
<td>850-899</td>
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<tr>
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<td>300-399</td>
<td>YSC Supervision</td>
<td>600-699</td>
<td>Overflow (other</td>
<td>900-949</td>
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<td>400-449</td>
<td>Gang Unit</td>
<td>700-799</td>
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- 1 -

D – 32 a Radio Form #1044
Revised 020913
San Mateo County
Probation Department

Note to Visitors:

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<thead>
<tr>
<th>DATE</th>
<th>VISITOR NAME</th>
<th>TIME IN</th>
<th>PERSON YOU ARE VISITING</th>
<th>STAFF SIGNATURE</th>
<th>BADGE NUMBER</th>
<th>TIME OUT</th>
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released per SB 978 on 1/1/21
Please sign in so we have a record of your visit. Please be advised that all visitors must wear a visitor badge while inside San Mateo County Probation Department worksites. No visitor is allowed in any area where confidential information is kept (including personal offices and cubicles) unless accompanied by a Department representative. Thank you!
Note to Visitors:

Please sign in so we have a record of your visit. Please be advised that all visitors must wear a visitor badge while inside San Mateo County Probation Department worksites. No visitor is allowed in any area where confidential information is kept (including personal offices and cubicles) unless accompanied by a Department representative. Thank you!

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MISSION STATEMENT
The mission of the San Mateo County Probation Department is to enhance community safety, reduce crime, and assist the victims of crime through offender accountability and rehabilitation.
CODE OF ETHICS

In recognition of the profound responsibilities inherent in a profession dedicated to the adjustment of social relationships, I acknowledged these to be my guiding precepts:

Serve With Humility
Act Without Prejudice
Uphold The Law With Dignity
Be Objective In The Performance Of My Duties
Respect The Inalienable Rights Of All Persons
Hold Inviolate Those Confidences Reposed In Me
Cooperate With Fellow Workers And Related Agencies
Be Aware of My Responsibilities To The Individual And To The Community
Improve My Professional Standards Through Continuously Seeking Knowledge And Understanding

I accept these principles as my code of ethics and shall build my professional life upon them

Logo reprinted with permission from the CPPCA.
CORE VALUES

LEADERSHIP
Promote collaborative efforts, strength-based approaches, and evidence-based intervention strategies for positive community change
Strive to be a model for a highly effective, efficient, and visionary organization
Empower all employees to be creative and innovative
Lead by example from all levels within the organization

INTEGRITY
Employ the highest ethical standards and demonstrate honesty in all our interactions on and off duty
Demonstrate the courage to stand up for our beliefs and do what is right
Remain open, transparent and accountable to the public we serve

PROFESSIONALISM
Represent the best interest of the department, the county, and the community
Treat clients and victims with respect and courtesy
Accept responsibility and follow through to meet commitments
Work to find solutions when problems arise
Create a cohesive work environment

EXCELLENCE
Aim for excellence in everything we do
Prioritize work to achieve goals and meet deadlines
Exhibit high standards of performance
Aim for continuous improvement

TEAMWORK
Work collaboratively with internal and external stakeholders
Share information and resources
Promote an environment of “shared responsibility”
VISION STATEMENT
The vision of the San Mateo County Probation Department is to be a proactive and innovative agency which facilitates positive changes in offenders’ behaviors that reduce recidivism and foster a law-abiding lifestyle.
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Chapter 1 - Role and Authority
Authority and Legal Assistance

101.1 PURPOSE AND SCOPE
This policy acknowledges and reflects the legal authority under which the San Mateo County Probation Department - Juvenile Facilities shall operate and maintain a secure detention facility in this state. In addition to the authority vested by state law, the juvenile facilities operates in accordance with these laws, constitutional mandates, regulations, and local ordinances, including the federal Juvenile Justice Delinquency and Prevention Act (Welfare and Institutions Code § 850; 15 CCR 1324).

101.2 POLICY
It is the policy of this facility that the secure detention facility will be maintained by all lawful means for the detention of juvenile offenders suspected of violating the law or who have been adjudicated as delinquent for committing a crime or civil offense by a competent legal authority, as prescribed by law.

101.3 LEGAL FOUNDATION
Juvenile Facilities staff at every level must have an understanding and true appreciation of their authority and limitations in operating a secure detention facility. The San Mateo County Probation Department - Juvenile Facilities recognizes and respects the value of all human life and the expectation of dignity without prejudice toward anyone. It is also understood that vesting law enforcement, detention, and probation personnel with the authority to maintain lawful detention of youth suspected of criminal activity to protect the public and prevent individuals from fleeing justice requires a careful balancing of individual rights and legitimate government interests (15 CCR 1324).

The Juvenile Facilities shall be under the management and control of the Chief Probation Officer (Welfare and Institutions Code § 852).

101.4 LEGAL ASSISTANCE
The following are examples of areas where the services of the County Counsel and legal specialists can benefit the Department:

(a) Analyze and alert the juvenile facilities executive and management team to juvenile facilities-related case law
(b) Serve as a legal consultant in the construction and review of new juvenile facilities policies and procedures
(c) Serve as a legal consultant on issues related to but not limited to:
   1. Use of force
   2. Faith-based requests
   3. Complaints and grievances
4. Allegations of abuse by staff
   (d) Serve as legal counsel in legal matters brought against this facility and the Department

101.5 STATE REPORTING REQUIREMENTS
The Chief Probation Officer will ensure a letter is submitted to the Board of State and Community Corrections briefly describing each legal action pertaining to conditions of confinement filed against persons or legal entities responsible for Juvenile Facilities operations (15 CCR 1340).
Annual Review and Performance-Based Goals and Objectives

102.1 PURPOSE AND SCOPE
This policy establishes minimum review criteria to measure and evaluate the success of achieving established goals and objectives (15 CCR 1324).

102.2 POLICY
The San Mateo County Probation Department - Juvenile Facilities is dedicated to continuous improvement in the services provided on behalf of the public and in accordance with applicable laws, regulations, and best practices in the operation of this facility. To this end, the Department shall conduct an annual review to evaluate its progress in meeting stated goals and objectives.

102.3 ANNUAL REVIEW
The Superintendent should ensure that the detention management team conducts an annual management review of, at a minimum:

(a) Statutory, regulatory, and other requirements applicable to the operation of the facility.
(b) Lawsuits and/or court orders/consent decrees.
(c) Department policies, procedures, directives, and post orders that guide the operation of the facility.
   1. The review should ensure that policies and procedures for admitting youth into the facility emphasize respectful and humane engagement with youth, reflect that the admission process may be traumatic to youth who may already have experienced trauma, and be trauma-informed, culturally relevant, and responsive to the language and literacy needs of youth (15 CCR 1350).
(d) Compliance with internal/external inspections of the facility.
(e) Condition of the physical plant, infrastructure, and maintenance efforts.
(f) Cleanliness of the facility.
(g) Youth profiles and trends, such as the Juvenile Detention Profile Survey, that measure:
   1. Youth population (average daily population).
   2. Youth population by gender.
   3. Highest one-day count.
   4. Discharge.
   5. Percentage of male youth.
   6. Percentage of female youth.
   7. Pre-adjudicated youth in detention.
   8. Adjudicated youth in detention.
Annual Review and Performance-Based Goals and Objectives

9. Medical beds.
10. Mental health beds.
11. Meal counts (regular, medical, court meals).
13. Special needs youth.
15. Youth grievances (founded/denied).
16. Demographics (age, race, gang affiliation).
17. Court movement.
18. Certified to stand trial as an adult.
19. Committed to state detention.
21. Youth held pending transport per Interstate Compact.

(h) Security issues that include:
1. Youth-on-youth assaults.
2. Youth-on-staff assaults.
3. Major disturbances.
5. Suicide attempts.

(i) Youth programs including:
1. Educational and vocational.
2. Drug and alcohol programs (e.g., substance abuse education, counseling, support groups, Alcoholics Anonymous, Narcotics Anonymous).
3. Faith-based services.
4. Behavior modification programming (e.g., anger reduction).

102.4 CRITERIA TO MEASURE PERFORMANCE
The following items will be used to measure and evaluate the level of success in achieving the Department’s stated goals:

(a) Youth grievances
(b) Documentation that facility investigators have completed the required specialized training in conducting sexual abuse investigations (28 CFR 115.334)
(c) Documented training hours received by staff
(d) Completed audits of the policy and procedures manuals
102.5 MANAGEMENT REVIEW PROCESS
The management team may employ several methods to assess performance, including:

(a) **Performance analysis** - Performance analysis attempts to discover discrepancies between the expected and actual levels of performance. This analysis should focus on whether the practices in this facility are meeting the mission of the Department and whether facility policies and procedures align with statutes, regulations, and court orders.

(b) **One-to-one interviews** - Scheduled interviews with detention staff held in private to encourage candid responses and help identify issues or conditions that should be targeted for review or correction.

(c) **Questionnaires** - Questionnaires should be used as a group method to solicit suggestions and information about what operations need adjustment or where program resources should be directed.

(d) **Staff debriefing** - Staff should be periodically debriefed, especially after an emergency operation or incident, to identify aspects of facility operations that may need to be addressed by the Superintendent and supervisors.

(e) **Inspection findings** - The Department is subject to a variety of administrative inspections (e.g., by the Board of State and Community Corrections, the Juvenile Justice Commission, command staff, a grand jury, detention advocates, health inspectors). These annual inspections should be used to identify ongoing issues in the operation of this facility.

(f) **Security reviews** - The Superintendent shall develop policies and procedures to annually review, evaluate, and document the security of the facility. The review and evaluation shall include internal and external security, including but not limited to key control, equipment, and staff training (15 CCR 1326).

102.6 MANAGEMENT REVIEW RESULTS
To the extent reasonably practicable, the individuals responsible for developing a management review should follow the guidelines established in the Administrative Communications and Annual Facility Inspection policies to document and support the findings. A complete report of the review results should be submitted to the appropriate level in the chain of command for final approval.

The results of management reviews should be used in the ongoing process of continuous improvement. They should be used to direct changes in the operation of this facility or to identify successful operations that might be replicated in other areas of the facility. They should not, however, include specific identifying information of incidents or involved individuals.

The results of management reviews also may be used in full or in part to respond to inquiries from interested groups, such as the local legislative body, courts, grand jury, or others, and to
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provide information on issues concerning the operation of this facility, including action planning whenever appropriate.

102.7 CROSS REFERENCE PROCEDURES

• Security Reviews

released per SB 978 on 1/1/21
Detention Manual

103.1 PURPOSE AND SCOPE
The Detention Manual is a statement of the current policies, rules, and guidelines of this facility. All prior and existing manuals and orders, and regulations that conflict with this manual are revoked, except to the extent that portions of existing manuals, orders, and other regulations that have not been included herein shall remain in effect where they do not conflict with the provisions of this manual.

Unless otherwise expressly stated, the provisions of this manual shall be considered guidelines. It is recognized that work in the detention environment is not always predictable, and circumstances may arise that warrant departure from these guidelines. This manual should be viewed from an objective standard, taking into consideration the sound discretion entrusted to members of this facility under the circumstances reasonably known to them at the time of any incident (15 CCR 1324).

103.2 POLICY
The manual of the San Mateo County Probation Department - Juvenile Facilities is hereby established and shall be referred to as the Detention Manual. All members are to conform to the provisions of this manual.

103.2.1 DISCLAIMER
The provisions contained in the Detention Manual are not intended to create an employment contract nor any employment rights or entitlements. The policies in this manual are for the internal use of the San Mateo County Probation Department - Juvenile Facilities and shall not be construed to create a higher standard or duty of care for civil or criminal liability against the county, its officials, or members. Violations of any provision of any policy in this manual shall only form the basis for facility administrative action, training, or discipline. The San Mateo County Probation Department - Juvenile Facilities reserves the right to revise any policy content, in whole or in part.

103.3 RESPONSIBILITIES
The Chief Probation Officer shall be considered the ultimate authority for the provisions of this manual and shall continue to issue special order that shall modify the provisions to which they pertain. Special Orders shall remain in effect until they are permanently incorporated into the manual.

The Director of the Institutions Division, or the authorized designee, shall develop, publish, and implement a manual of written policies and procedures that addresses all regulations applicable to the facility. The DCPO of Institutions, or the authorized designee, shall develop, publish, and implement a Training Manual that describes the responsibilities of all members. The facility Director shall collaborate with staff from other Probation divisions, the Health Department, the San Mateo County Office of Education, Behavioral Health and Recovery Services, and other relevant
agencies and organizations in the development and implementation of the Policy and Procedures Manual.

The Superintendent shall ensure that the Detention Manual is reviewed at least every two years and updated as necessary, and that staff is trained to ensure that the policies in the manual are current and reflect the mission of the San Mateo County Probation Department - Juvenile Facilities (15 CCR 1324). The review shall be documented in written form sufficient to indicate that policies and procedures have been reviewed and amended as appropriate to facility changes.

103.3.1 COMMAND STAFF
The command staff should consist of the following:

- Chief Probation Officer
- Assistant Chief Probation Officer
- Deputy Chief Probation Officer
- Superintendent

103.3.2 OTHER PERSONNEL
Line and supervisory staff have a unique view of how policies and procedures influence the operation of the facility and therefore are expected to bring to the attention of their supervisor's issues that might be addressed in a new or revised policy.

All members suggesting revision of the contents of the Detention Manual should forward their suggestions in writing, through the chain of command, to the Superintendent, who will consider the recommendation.

103.4 DEFINITIONS
The following words and terms shall have these assigned meanings, unless it is apparent from the content that they have a different meaning:

**Administering medication** - as it relates to pharmaceutical management, means the act by which a single dose of medication is given to a patient by licensed health care staff or Group Supervisor at the direction of a licensed health care staff. The single dose of medication may be taken either from stock (undispensed) or dispensed supplies.

**Adult** - Any person 18 years of age or older.

**Department** - The San Mateo County Probation Department - Juvenile Facilities.

**Alternate means of compliance** - means a process for meeting or exceeding the intent of the standards in an innovative way as approved by the Board pursuant to an application.

**Appeal hearing** - means an administrative procedure providing an appellant with an opportunity to present the facts of the appeal for the formal decision concerning matters raised pursuant to the purposes set forth in these regulations. Such hearing may be conducted using oral and/or written testimony as specified by the Executive Director of the Board or the Board.
Appellant - means an individual or government entity which files a request for an appeal hearing.

Authorized representative - means an individual authorized by the appellant to act as its representative in any or all aspects of the hearing.

Behavioral health - means mental/emotional well-being and/or actions that affect wellness. Behavioral health problems include: substance use disorders, alcohol and drug addiction, and serious psychological distress, suicide, and mental disorders.

Behavioral/Mental Health Director - means that individual who is designated by contract, written agreement or job description to have administrative responsibility for the behavioral/mental health program of the facility or system. The health administrator shall work in cooperation with the behavioral/mental health director to develop and implement mental health policies and procedures.

Bisexual - means a person who is emotionally, romantically, and sexually attracted to both men and women.

Board - means the Board of State and Community Corrections, which acts by and through its executive director, deputy directors, and field representatives. “Camp” means a juvenile camp, ranch, forestry camp or boot camp established in accordance with Section 881 of the Welfare and Institutions Code, to which youth made wards of the court on the grounds of fitting the description in Section 602 of the Welfare and Institutions Code may be committed.

Cisgender - means a person whose gender identity corresponds to the gender they were assigned at birth.

Clergy - means persons ordained for religious duties.

Committed - means placed in a jail or juvenile facility pursuant to a court order for a specific period, independent of, or in connection with, other sentencing alternatives.

Contraband - is any object, writing or substance, the possession of which would constitute a crime under the laws of the State of California, pose a danger within a juvenile facility, would interfere with the orderly day-to-day operation of a juvenile facility, or violate facility rules.

Control Room - is a continuously staffed secure area within the facility that contains staff responsible for safety, security, emergency response, communication, electronics, and movement.


Court holding facility for youth - means a local detention facility constructed within a court building used for the confinement of youth and adults for the purpose of a court appearance, for a period not to exceed 12 hours.

Culturally Responsive - means considering the diverse population of a facility regarding the race, language, ethnicity, sexual orientation, gender, gender expression, immigration status and values.
De-escalation - regarding the use of force, is the use and application of efforts and techniques, including conflict resolution, to discourage, decrease or prevent threatening, disruptive or violent behavior.

Delivering Medication - as it relates to pharmaceutical management, means the act of providing one or more doses of a prescribed and dispensed medication to a youth.

Developmentally Disabled - applies to those persons who have a disability which originates before an individual attains age 18, continues, or can be expected to continue indefinitely, and constitutes a substantial disability for that individual. This term includes intellectual disability, cerebral palsy, epilepsy, and autism, as well as disabling conditions found to be closely related to intellectual disabilities or to require treatment similar to that required for individuals with intellectual disabilities but shall not include other disabilities that are solely physical in nature.

Direct visual observation - means staff must personally see youth's movement and/or skin. Audio/video monitoring and mirrors may supplement, but not substitute, for direct visual observation.

Dispensing - as it relates to pharmaceutical management and pursuant to Business and Professions Code Section 4024, means the placing of one or more doses of a prescribed medication into containers that are correctly labeled to indicate the name of the youth, the contents of the container, and all other vital information.

Disposal - as it relates to pharmaceutical management, means the destruction of medication or its return to the manufacturer or supplier on its expiration date or when retention is no longer necessary or suitable (e.g. upon youth discharge from the facility) or the provision of medication to the patient upon discharge.

DNA or Deoxyribonucleic acid - means a chromosomal double-stranded molecule that exists in each living cell. DNA determines an individual's hereditary characteristics and can be used to distinguish and identify an individual from another person. This becomes critical when blood, hair, skin, or any other part of the body is used to prove one's involvement or lack of involvement, in a crime scene. Board of State and Community Corrections Juvenile Title 15 Express Terms 7 rev. 3/12/2018

Emergency - means a significant disruption of normal facility procedure, policy or operation caused by civil disorder, single incident of mass arrest of youth or natural disasters such as flood, fire or earthquake; and which requires immediate action to avert death or injury and to maintain security.

Employee - Any person employed by the Department.

Executive Director - means the Executive Director of the Board of State and Community Corrections.

Exercise - means an activity that requires physical exertion of the large muscle groups.

Exigent - means an urgent and unanticipated event that requires immediate action.
Facility Administrator - means chief probation officer, sheriff, marshal, chief of police or other official charged by law with administration of the facility.

Facility Manager - means director, superintendent, police or sheriff commander or other person in charge of the day-to-day operation of a facility holding youth.

Filing Date - means the date a request for an appeal hearing is received by the Executive Director of the Board.

Food - means any nourishing substance that is eaten, drunk, or otherwise taken into the body to sustain life, provide energy, and/or promote growth.

504 Plan - means a written educational plan developed by a group of educators, administrators, parents and other relevant participants that addresses the needs of a disabled student with a physical or mental impairment which may substantially limit major life activities, including, but not limited to, caring for one's self, walking, seeing, hearing, speaking, breathing, working, performing manual tasks and learning as defined under Section 504 of the Rehabilitation Act of 1973.

Furlough - means the conditional or temporary release of a youth from the facility.

Gay - means a person whose emotional, romantic, and sexual attraction are primarily for individuals of the same sex, typically in reference to men.

Gender Expression - means the way a person expresses his or her gender is expressed through clothing, appearance, behavior, speech, etc.

Gender Identity - means a person's sense of being male, female, some combination of male or female, or either male or female.

Gender Fluidity - means a gender identity which can vary over time. A gender fluid person may at any time identify as male, female, neutrois, any other non-binary identity, or some combination of identities. Their gender can also vary at random or vary in response to different circumstances. Gender fluid people may also identify as multi-gender, non-binary, and/or transgender.

Gender Nonconforming - means a youth whose appearance or manner does not conform to traditional masculine and feminine gender norms.

Group Punishment - which is prohibited, means sanctioning a group of uninvolved youth based on the actions of one or more youth.

Guardian - The parent, guardian, or person standing in loco parentis.

Health Administrator - means that individual or agency that is designated with responsibility for health care policy and procedures pursuant to a written agreement, contract or job description. The health administrator may be a physician, an individual or a health agency.

Health Care - means behavioral/medical, mental health and dental services.

Health Care Clearance - means a non-confidential statement which indicates to youth supervision staff that there are no health contraindications to a youth being admitted to a facility and specifies any limitations to full program participation.
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**Health Care Provider** - is an individual appropriately licensed by the State and is designated by contract, written agreement, or job description to have responsibility to provide preventive, curative, promotional, or rehabilitative health care in a systematic way to youth.

**Hearing Panel** - means a panel comprised of three members of the Board who shall be selected by the Chair at the time an appeal is filed. A fourth member may be designated as alternate. Members designated to the hearing panel shall not be employed by, or citizens of, the county or city submitting an appeal.

**Human Trafficking** - means the trade of humans, most commonly for the purpose of forced labor, sexual slavery, or commercial sexual exploitation for the benefit of the trafficker or others.

**Individual Education Program** - (IEP) means a written statement for everyone with exceptional needs that is developed, reviewed and revised in a meeting in accordance with Education Code Section 56345 and applicable federal laws and regulation.

**Intersex** - means a youth whose sexual or reproductive anatomy or chromosomal pattern does not fit typical definitions of male or female.

**Juvenile Facility** - means a juvenile hall ranch or camp, forestry camp, regional youth education facility, boot camp or special purpose juvenile hall.

**Juvenile Hall** - means a county facility designed for the reception and care of youth detained in accordance with the provisions of this subchapter and the juvenile court law.

**Labeling** - as it relates to pharmaceutical management and pursuant to Business and Professions Code Sections 4076 and 4076.5, means the act of preparing and affixing an appropriate label to a medication container.

**Legend Drugs** - are any drugs defined as “dangerous drugs” under Chapter 9, Division 2, Section 4022 of the California Business and Professions Code. These drugs bear the legend, “Caution Federal Law Prohibits Dispensing Without a Prescription.” The Food and Drug Administration (FDA) has determined, because of toxicity or other potentially harmful effects, that these drugs are not safe for use except under the supervision of a health care practitioner licensed by law to prescribe legend drugs.

**Lesbian** – A woman whose emotional, romantic, and sexual attractions are primarily for other women.

**Lesbian, Gay, Bisexual, Transgender, Questioning, Intersex (LGBTQI)** - is a diversity of sexuality and gender identity-based cultures. It may be used to refer to anyone who is non-heterosexual or non-cisgender, instead of exclusively to people who are lesbian, gay, bisexual, or transgender. To recognize this inclusion, the letter Q is for those who identify as queer or are questioning their sexual identity. The letter I stands for “intersex” which is defined above.

**Linguistically Appropriate** - means delivered in a manner that effectively communicates with persons of limited English proficiency, those who have low literacy or are not literate, and individuals with disabilities.
Living Unit - shall be a self-contained unit containing locked sleeping rooms, single and double occupancy sleeping rooms, or dormitories, day room space, water closets, wash basins, drinking fountains and showers commensurate to the number of youths housed. A living unit shall not be divided in a way that hinders direct access, supervision, immediate intervention or other action if needed.

Local Health Officer - means that licensed physician who is appointed by the Board of Supervisors pursuant to Health and Safety Code Section 101000 to carry out duly authorized orders and statutes related to public health within his/her jurisdiction.

May - Indicates a permissive, discretionary, or conditional action.

Meal - means the food served and eaten, especially at one of the customary or regular occasions for taking food during the day, such as breakfast, lunch or dinner.

Member - Any person employed or appointed by the San Mateo County Probation Department - Juvenile Facilities, including:
  • Full- and part-time employees.
  • Sworn group supervisors.
  • Professional Staff employees.
  • Volunteers.

Non-School Day - means a day when school is not in operation. It also applies when an individual youth is both not enrolled in school and not required to be in attendance.

Notice of decision - means a written statement by the Executive Director of the Board which contains the formal decision of the Executive Director and the reason for that decision.

Group supervisor - All persons, regardless of rank, who are employees and who are selected and trained in accordance with state law as group supervisors of the San Mateo County Probation Department - Juvenile Facilities.

On-duty employee - Status during the period when the person is engaged in the performance of assigned duties.

On-Site Health Care Staff - means licensed, certified or registered health care personnel who provide regularly scheduled health care services at the facility pursuant to a contract, written agreement or job description. It does not extend to emergency medical personnel or other health care personnel who may be on-site to respond to an emergency or an unusual situation.

Order - A written or verbal instruction issued by a superior.

Over-the-counter (OTC) Drugs - as it relates to pharmaceutical management, are medications which do not require a prescription (non-legend).
Pilot Project - means an initial short-term method to test or apply an innovation or concept related to the operation, management or design of a juvenile facility, jail or lockup pursuant to an application to, and approval by, the Board.

Podular Design - means a design concept for detention facilities in which housing cells, dormitories or sleeping rooms are positioned around the perimeter of a common dayroom, forming a housing/living unit. Generally, many services for each housing/living unit (such as dining, medical exam/sick call, programming, school, etc.) occur in specified locations within the unit.

Post-Dispositional Youth - means a youth detained in a facility after a dispositional order by the Court.

Queer - Historically used as a derogatory term, queer has been widely reclaimed, especially by younger LGBTQI people, as a positive social and political identity. It is sometimes used as an umbrella term for all LGBTQI people.

Questioning – Refers to the active process in which a person explores her/his own sexual orientation, and/or gender identity, and questions the cultural assumptions that they are heterosexual and/or gender conforming.

Rank - The job classification title held by a group supervisor.

Rated Capacity - means the number of beds approved by the Board that can be utilized by a Juvenile Facility based on the design requirements of Title 24, Part 1, Article 2, Section 13-201(c)6, of the California Code of Regulations.

Recreation - means the youth's free time to choose from activities that occupy the attention and offer the opportunity for relaxation. Such activities may include ping-pong, TV, reading, board games, and letter writing.

Regional Facility - means a facility serving two or more counties bound together by a memorandum of understanding or a joint powers agreement identifying the terms, conditions, rights, responsibilities and financial obligations of all parties.

Remodeling - means to alter the facility structure by adding, deleting or moving any of the building’s components thereby affecting any of the spaces specified in Title 24, Section 460A.

Repackaging - as it relates to pharmaceutical management, means transferring medications from the original manufacturers’ container to another properly labeled container.

Request for Appeal Hearing - means a clear written expression of dissatisfaction about a procedure or action taken, requesting a hearing on the matter, and filed with the Executive Director of the Board.

Resource Review Board (RRB) - A committee consisting of Probation Services Managers, Directors, and Institutions Services Managers that approves recommendations for placement or commitment of youth.
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**Respite Care** - The short-term stay of a youth at Camp Kemp because the youth was living in an unsafe environment in the community or because there are concerns about the living situation or the youth’s guardian.

**Responsible Physician** - means that physician who is appropriately licensed by the State and is designated by contract, written agreement or job description to have responsibility for policy development in medical, dental and mental health matters involving clinical judgments. The responsible physician may also be the health administrator.

**Room Confinement** - means the placement of a youth in a locked room with minimal or no contact with persons other than correctional facility staff and attorneys. Room confinement does not include confinement of a youth in a locked single person room for brief periods as may be necessary for required institutional operations.

**Room Extraction** - means the forceful removal of a youth from a room.

**“Security Glazing”** - means a glass/polycarbonate composite glazing material designed for use in detention facility doors and windows and intended to withstand measurable, complex loads from deliberate and sustained attacks in a detention environment.

**Separation** - means limiting a youth’s participation in regular programming for a specific purpose.

**Sexual Abuse** - is sexual activity or voyeurism by one or more persons upon another person who does not consent, is unable to refuse, or is coerced into the act by manipulation, violence, or by overt or implied threats.

**Sexual Orientation** - means a person's emotional, romantic, and sexual attraction for members of the same, opposite or both genders.

**Shall or will** - Indicates a mandatory action.

**Should** - Indicates a generally required or expected action, absent a rational basis for failing to conform.

**Snack** - means a small portion of food, drink or a light meal, especially one eaten or drunk between regular meals.

**Sole Supervision** - means independent supervision of one or more youth by youth supervision staff who have successfully completed Juvenile Corrections Officer Core Training.

**Special Purpose Juvenile Hall** - means a county facility used for the temporary confinement of a youth, not to exceed 96 hours, prior to transfer to a full-service juvenile facility or release.

**Special Visits** - mean visits by persons other than parents or guardians, those standing in loco parentis, and children of the youth, as outlined in Section 1374 of these regulations.

**Status Offender** - means a minor alleged or adjudged to be a person described in Section 601 of the Welfare and Institutions Code.
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Storage - as it relates to pharmaceutical management, means the controlled physical environment used for the safekeeping and accounting of medications.

Supervisory Staff - means a staff person whose primary duties may include, but are not limited to, scheduling and evaluating subordinate staff, providing on-the-job training, making recommendations for promotion, hiring and discharge of subordinate staff, recommending disciplinary actions, and overseeing subordinate staff work. Supervisory staff may be included in the youth to supervision staff ratio when performing duties of direct youth supervision.

Transgender Youth - means a youth whose gender identity is different from the youth’s assigned sex at birth.

Trauma - is an experience that causes intense physical and psychological stress reactions. It can refer to a single event, multiple events, or a set of circumstances that is experienced by an individual as physically and emotionally harmful or threatening and that has lasting adverse effects on the individual’s physical, social, emotional, cognitive, or spiritual well-being.

Trauma-Informed Approaches - are policies, practices and procedures that ensure that all parties involved recognize and respond appropriately to the impact of traumatic stress and ensure the physical and psychological safety of all youth, family members, and staff.

Trauma-Informed Care - means an organizational structure and system framework that involves understanding, recognizing, and responding to traumatic stress reactions and the effects of all types of trauma. Trauma-informed care also emphasizes raising awareness and providing resources about trauma and the impact of trauma on youth, family members and staff.

Trauma reminder - means something that reminds a person of a traumatic event or loss and can lead to fear, panic, agitation, numbness, physiological arousal, or other traumatic stress reactions.

Traumatic Stress - occurs when youth are exposed to traumatic events and this exposure overwhelms their ability to cope.

Un-Enrolled - means an individual youth is not enrolled in school.

Voyeurism - means an invasion of privacy of a youth by another individual during private activities such as using the toilet or undressing, or by staff for reasons unrelated to official duties, such as peering at a youth who is using a toilet in his or her room to perform bodily functions; requiring the youth to expose his or her buttocks, genitals, or breasts; or taking images of all or part of a youth’s naked body or of a youth performing bodily functions. Exceptions would include exigent circumstances or when such viewing is incidental to routine room safety checks.

Youth - Any person who is in the detention of the San Mateo County Probation Department - Juvenile Facilities. This person may be a minor under the age of 18 whose cases are under the jurisdiction of either juvenile or adult court or a person over 18 years of age whose case is under the jurisdiction of the juvenile court (15 CCR 1302).
**Youth Handbook** - The document given to each youth when admitted to the facility, explaining the rules, expectations and their rights while being detained. (“Juvenile Hall Parent / Youth Handbook” or “Margaret J. Kemp Girls Camp Parent/Youth Orientation Packet.”

**Youth Supervision Staff** - means a juvenile facility employee, whose duty is to supervise the youth. Administrative, supervisory, food services, janitorial or other auxiliary staff is not considered youth supervision staff.

### 103.5 DISTRIBUTION OF MANUAL
Copies of the Detention Manual shall be made available to all members. An electronic version of the Detention Manual will be made available to all members on the Department network (15 CCR 1324).

No changes shall be made to the electronic version without authorization from the Superintendent.

### 103.6 MANUAL ACCEPTANCE
As a condition of employment, all members are required to read and obtain necessary clarification of this facility’s policies. All members must sign a statement of receipt acknowledging that they have received a copy or have been provided access to the Detention Manual (15 CCR 1324).

### 103.7 REVISIONS TO POLICIES
All members are responsible for keeping abreast of all Detention Manual revisions (15 CCR 1324). All changes to the Detention Manual will be posted on the network for review prior to implementation. The Training Manager will forward revisions to the Detention Manual as needed to all personnel via electronic mail. Each member shall acknowledge receipt by return email or online acknowledgement, review the revisions, and seek clarification as needed.

Supervisors will ensure that members under their command are familiar with and understand all revisions.
Post Orders

104.1 PURPOSE AND SCOPE
The purpose of this policy is to establish guidelines for developing post orders and the training of employees assigned to each post.

104.2 POLICY
It is the policy of this facility to develop comprehensive post orders for every position. Copies of the orders should be maintained at each post or be available electronically. Employees shall be familiar with the post orders before working a position.

104.3 DEVELOPMENT
Clear procedures should be incorporated into post orders for all regular daily activities, including but not limited to safety checks, head counts, meals, sick call, recreation, clothing exchange, mail distribution, and response to emergencies, such as fires, natural disasters, and criminal acts.

104.4 REVIEW AND UPDATE
Post orders shall be reviewed at least annually and updated whenever necessary by the Superintendent or the authorized designee.

104.5 TRAINING
The assigned supervising Institutions Services Manager shall ensure that all employees assigned to posts are properly trained to perform the duties and responsibilities described in the post orders. This is particularly true in fire, life-safety, and the emergency response procedures implemented by the Superintendent (15 CCR 1322). All training should be documented in each employee’s post order file and retained in accordance with established records retention schedules.
Administrative Communications

105.1 PURPOSE AND SCOPE
Effective communications within the Department are critical to the accomplishment of the mission of the Department and the effective operation of the juvenile facilities. Administrative communications of this facility are governed by the following policy (15 CCR 1324).

105.2 POLICY
The San Mateo County Probation Department - Juvenile Facilities will appropriately communicate significant events within the organization to its members. Both electronic and non-electronic administrative communications will be professional in appearance and comply with the established letterhead, signature, and disclaimer guidelines.

105.3 PERSONNEL ORDERS
Personnel orders may be issued periodically by the Chief Probation Officer or the authorized designee to announce and document all promotions, transfers, hiring of new personnel, separations, personnel and group commendations, and other changes in status.

105.4 CORRESPONDENCE
All facility correspondence is to be written in a clear, concise manner, consistent with the report formats and guidelines prescribed in this policy and reflecting the highest possible quality in organization, grammar, punctuation, and spelling.

All external correspondence shall be on facility letterhead. All facility letterhead, including all digital facsimiles of the letterhead, shall bear the signature element of the Chief Probation Officer or the authorized designee. Personnel should use facility letterhead only for official business and with the approval of their supervisors.

105.5 SURVEYS
All surveys made in the name of the Department shall be authorized in advance by the Chief Probation Officer or the authorized designee.

105.6 COMPLETED STAFF WORK
All staff reports (i.e., reports assigned to a specific person to respond to a problem or issue) shall incorporate the principle of completed staff work, which requires the person to whom a task has been delegated to complete and document the delegated work to such an extent that decisions can be made relative to the recommendation.

The writer of the staff report should document the efforts made to have the report reviewed by or acted upon by those individuals representing work units or other entities likely to be affected by any proposed changes.
105.7 INTRODUCTORY SUMMARY MEMORANDUMS
Any memorandum that exceeds one page in length should contain a brief introductory section summarizing the subject matter.

105.8 ADMINISTRATIVE REPORT FORMAT
All staff reports submitted via the chain of command to superior officers for further action should be written in this format, when applicable:

Executive summary section - The staff report should begin with a brief statement of the problem or issue and what could be done about it. This summary should restate the main points of the report in general, nontechnical language, leaving out details. The length of the executive summary section should range from one paragraph to one page.

Problem/issue identification section - This section of a staff report is critical to the success of the reader's ability to grasp the issues involved and to arrive at an informed decision. It should strive to identify the true nature and scope of the problem by identifying the known facts and background, including who has the problem, how long it has existed, and the known or likely consequences of the problem.

Forecast future impacts - This section of the report should clearly define the problem and be accompanied by an analysis of relevant factors, supported by specific examples, details, or testimony, clarifying what the problem is and why it exists. Generally, the reader should be able to leave this section of the report clearly understanding the issues involved and the consequences of taking no action.

Alternatives analysis section - Whenever the seriousness or complexity of a problem warrants the development of alternative solutions, a staff report should include a section addressing different courses of action and their consequences, taking into account the comments and positions of other staff members or entities affected by the response to the problem.
Chapter 2 - Organization and Administration
Supervision of Youth

201.1 PURPOSE AND SCOPE
The purpose of this policy is to ensure the safety and security of the facility through appropriate supervision activities.

201.2 POLICY
It is the policy of this San Mateo County Probation Department - Juvenile Facilities to provide for the safety and security of citizens, staff, and youth through supervision sufficient to safely and securely operate the facility and its programs. Probation management shall ensure that there are at all times adequate Institutions Staff (ISMs, or Group Supervisors III or II) to monitor the activity in facilities.

201.3 SUPERVISION OF YOUTH
When youth are not in their rooms, they shall be directly supervised. Youth are not to be left in any area of the building or grounds without an institution staff in attendance. Continual supervision provides opportunity for staff to intervene in attempts to damage property, escape, assault others, or commit suicide.

Institutions management shall ensure that there is a youth supervision staff person on duty at all times and in each dorm or unit who has completed San Mateo County’s Policy and Procedures, Arrest and Control for Institutions training, the state Juvenile Corrections Officer Core course, and training required by Penal Code §832.

At all times, there shall be sufficient wide-awake staff in the facility for the supervision and welfare of youth, to ensure the implementation and operation of all programs and activities as required by the Minimum Standards for Juvenile Facilities in Title 15 of the California Code of Regulations, and to respond to emergencies when needed. Institutions staff on duty must not leave the facility while youth are present and should not be assigned duties that could conflict with supervising youth (15 CCR 1321). Institution staff ratios within the San Mateo County Probation Department - Juvenile Facilities shall be one institution staff for every 10 youth during resident waking hours and one institution staff for every 30 youth during youth sleeping hours, except during exigent circumstances, which shall be fully documented. For San Mateo County Probation Department - Juvenile Facilities camps, staff ratios shall be one staff for every 15 youth during youth waking hours and one for every 30 youth when asleep (15 CCR 1321). Only Group Supervisor staff shall be included in these ratios (28 CFR 115.313).

At least one who is the same gender as the youth housed in the facility shall be on duty (15 CCR 1321). When both male and female youth are held at a facility, at least one male and one female group supervisor should be on-duty in the juvenile facilities at all times. At least two wide-awake Group Supervisors shall be on duty at all times, regardless of the number of youth in the juvenile facilities (15 CCR 1321).
Group Supervisors should not be placed in positions of responsibility for the supervision and welfare of youth of the opposite sex in circumstances that could be described as an invasion of privacy or that may be degrading or humiliating to the youth.

To the extent reasonably practicable, youth bathrooms will contain modesty screens that preserve privacy without creating areas that cannot be properly supervised (24 CCR 1230.2.2; 24 CCR 1230.2.4).

The Superintendent or the authorized designee shall be responsible for developing staffing plans to comply with this policy. Records of staff deployment should be maintained in accordance with established records retention schedules.

201.3.1 OTHER STAFF POSITIONS
Staff members whose primary responsibilities do not involve youth supervision (e.g., administration, supervision of personnel, academic or trade instruction, clerical, kitchen, maintenance) shall not be classified as youth supervision staff (15 CCR 1321).

201.4 STAFF POSITIONING
At least one institution staff shall be present on each living unit whenever there is a youth in the housing unit (15 CCR 1321). Institution staff should be aware of the physical location of the youth who are out of their rooms and should conduct frequent population counts of the youth (see the Youth Counts Policy). Safety checks shall be conducted on youth who remain in their rooms or on their assigned beds, under the Youth Safety Checks Policy.

When a youth is in the youth's room, institution staff shall not enter the youth's room without having a Group Supervisor within eyesight at all times, except as needed to respond to an emergency in the room. Youth are not allowed to enter any other youth’s room.

Institution staff should be within continuous eyesight and hearing of other institution staff.

201.5 SEPARATION OF DUTIES
The juvenile facilities shall have sufficient administrative, clerical, recreational, medical, dental, mental health, building maintenance, transportation, control room, institutional security, and other support staff for the efficient management of the facility, and to ensure that youth supervision staff shall not be diverted from supervising youth. Maintenance personnel are employed to perform preventive, routine, and emergency maintenance functions. Institution staff will not be given physical plant maintenance or other duties that distract from their primary responsibility of supervising youth (15 CCR 1321).
Prohibition on Youth Control

202.1 PURPOSE AND SCOPE
The purpose of this policy is to define the requirement that staff should always exercise control of the youth population under their supervision and should prevent youth from supervising, controlling, or exerting any authority over other youth within the facility (15 CCR 1391).

202.2 POLICY
All staff, including support staff, contractors, and volunteers, should exercise control and supervision of all youth under their control. It is the policy of this facility to prohibit any staff member from implicitly allowing, or by dereliction of duty allowing, any youth to exercise authority, control, discipline, or rule over any other youth.

202.3 EDUCATION, DRUG, OR ALCOHOL PROGRAM ASSISTANTS
Nothing in this policy is intended to restrict the legitimate use of youth to assist in the instruction of educational or drug and alcohol programs. Any use of youth in this manner will be expressly authorized by the Superintendent in a legally prescribed manner. Any program that uses youth to assist in legitimate program activities will be closely supervised by facility employees or vocational instructors. Nothing in this section is intended to authorize a youth program assistant to engage in disciplining other youth.
Records Retention and Release

205.1 PURPOSE AND SCOPE
This policy provides guidance on the maintenance and release of facility records.

205.2 POLICY
The San Mateo County Probation Department - Juvenile Facilities will adhere to all applicable laws, orders, regulations, use agreements, and training requirements related to the retention and release of its records.

The San Mateo County Probation Department - Juvenile Facilities is committed to providing public access to records in a manner that is consistent with the California Public Records Act (Government Code § 6250 et seq.).

205.3 CUSTODIAN OF RECORDS
The Chief Probation Officer shall designate a Custodian of Records. The responsibilities of the Custodian of Records include but are not limited to:

(a) Managing the records management system for the Department, including the retention, archiving, release, and destruction of facility public records.

(b) Maintaining and updating the facility records retention schedule, including:
   1. Identifying the minimum length of time the Department must keep records.
   2. Identifying the facility division responsible for the original record.

(c) Establishing rules regarding the inspection and copying of facility public records as reasonably necessary for the protection of such records (Government Code § 6253).

(d) Identifying records or portions of records that are confidential under state or federal law and not open for inspection or copying.

(e) Establishing rules regarding the processing of subpoenas for the production of records.

(f) Ensuring the availability of a current schedule of fees for public records as allowed by law (Government Code § 6253).

(g) Determining how the facility’s website may be used to post public records in accordance with Government Code § 6253.

(h) Ensuring that public records posted on the Department website meet the requirements of Government Code § 6253.10, including but not limited to posting in an open format where a record may be retrieved, downloaded, indexed, and searched by a commonly used internet search application.

205.3.1 ACCESS TO RECORDS
Access to confidential paper or electronically generated records in this facility is restricted at various locations according to job function and the need to know. Members working in assigned
areas will only have access to the information that is necessary for the performance of their duties. Granting access to other members or anyone outside of the work area must meet with supervisory approval. All requests for information received from outside the Department shall be forwarded to the Superintendent. Detention staff, volunteers, and contractors shall not access, disclose, or permit the disclosure or use of such files, documents, reports, records, video or audio recordings, or other confidential information except as required in the performance of their official duties and in accordance with facility policies, statutes, ordinances, and regulations related to data practices.

Detention staff, volunteers, and contractors who are uncertain of the confidentiality status of any record should consult with a supervisor or the Superintendent to determine the status of the documents in question.

205.4 PROCESSING REQUESTS FOR RECORDS

Any facility member who receives a request for any record shall route the request to the Custodian of Records or the authorized designee.

Any member of the public, including the media and elected officials, may access unrestricted records of this facility during regular business hours by submitting a written and signed request that reasonably describes each record sought and paying any associated fees (Government Code § 6253).

The processing of requests for any record is subject to (Government Code § 6253):

(a) The Department is not required to create records that do not exist.

(b) Either the requested record or the reason for non-disclosure will be provided promptly, but no later than 10 days from the date of the request, unless unusual circumstances preclude doing so. If more time is needed, an extension of up to 14 additional days may be authorized by the Custodian of Records or the authorized designee. If an extension is authorized, the Custodian of Records shall provide the requester written notice that includes the reason for the extension and the anticipated date of the response.

1. When the request does not reasonably describe the records sought, the Custodian of Records shall assist the requester in making the request focused and effective in identifying the records or information so that a response to the request is possible, including providing assistance for overcoming any practical basis for denying access to the records or information. The Custodian of Records shall also assist in describing the information technology and physical location in which the records exist (Government Code § 6253.9).

2. If the record requested is available on the facility website, the requester may be directed to the location on the website where the record is posted. If the requester is unable to access or reproduce the record, a copy of the record shall be promptly provided.

(c) Upon request, a record shall be provided in an electronic format utilized by the Department. Records shall not be provided only in electronic format unless specifically requested (Government Code § 6253.9).
(d) When a record contains material with release restrictions and material not subject to release restrictions, the restricted material shall be redacted and the unrestricted material released.

1. A copy of the redacted release should be maintained in the case file for proof of what was actually released and as a place to document the reasons for the redactions. If the record is audio or video, a copy of the redacted audio/video release should be maintained in the facility approved media storage system and a notation should be made in the case file to document the release and the reasons for the redacted portions.

(e) If a record request is denied in whole or part, the requester shall be provided a written response that includes the statutory exemption for withholding the record or facts that the public interest served by nondisclosure clearly outweighs the public interest served by disclosure of the record (Government Code § 6255).

205.5 RELEASE RESTRICTIONS

Examples of release restrictions include:

(a) Social Security numbers (Government Code § 6254.29).

(b) Personnel records, medical records, and similar records which would involve an unwarranted invasion of personal privacy except where allowed by law (Government Code § 6254; Penal Code § 832.7; Penal Code § 832.8; Evidence Code § 1043 et seq.).

1. Peace officer personnel records that are deemed confidential shall not be made public or otherwise released to unauthorized individuals or entities absent a valid court order.

2. The identity of any group supervisor subject to any criminal or administrative investigation shall not be released without the consent of the involved group supervisor, prior approval of the Chief Probation Officer, or as required by law.

(c) Member home addresses, home and cell phone numbers, and birthdates, except as provided in Government Code § 6254.3.

(d) Juvenile criminal history information except as provided in 15 CCR 1312.

1. This information shall be made available to the California Board of State and Community Corrections (BSCC) as necessary and for facility inspections. Such information shall be held confidential, except that published reports (e.g., the Juvenile Detention Profile Survey) may contain the information in a form that does not identify an individual.

(e) Child abuse reports (Penal Code § 11167.5).

(f) Juvenile case files except as provided in Welfare and Institutions Code § 827.

(g) Sealed autopsy and private medical information concerning a murdered child, with the exceptions that allow dissemination of those reports to law enforcement agents, prosecutors, defendants, or civil litigants under state and federal discovery laws (Code of Civil Procedure § 130).
Records Retention and Release

(h) Juvenile health care records (15 CCR 1406).
(i) Any record created in anticipation of potential litigation involving this facility.
(j) Any memorandum from legal counsel until the pending litigation has been adjudicated or otherwise settled (Government Code § 6254.25).
(k) Records relating to the security of the facility electronic technology systems (Government Code § 6254.19).
(l) A record of a civilian complaint, or the investigations, findings, or dispositions of that complaint, if the complaint is frivolous as defined by Code of Civil Procedure § 128.5, or if the complaint is unfounded (Penal Code § 832.7 (b)(8)).
(m) Information connected with juvenile court proceedings, the detention or custody of a juvenile, or juvenile immigration status. Federal officials may be required to obtain a court order to obtain certain juvenile information (Welfare and Institutions Code § 827.9; Welfare and Institutions Code § 831).
(n) Any other record not addressed in this policy shall not be subject to release where such record is exempt or prohibited from disclosure pursuant to state or federal law, including but not limited to provisions of the Evidence Code relating to privilege (Government Code § 6254).

205.6 SUBPOENAS AND DISCOVERY REQUESTS
Any member who receives a subpoena duces tecum or discovery request for records should promptly contact a supervisor and the Custodian of Records for review and processing. While a subpoena duces tecum may ultimately be subject to compliance, it is not an order from the court that will automatically require the release of the requested information.

All questions regarding compliance with any subpoena or subpoena duces tecum should be promptly referred to legal counsel for the Department so that a timely response can be prepared.

205.7 RELEASED RECORDS TO BE MARKED
Each page of any written record released pursuant to this policy should be stamped in a colored ink or otherwise marked to indicate the facility name and to whom the record was released.

Each audio/video recording released should include the facility name and to whom the record was released.

205.8 SECURITY BREACHES
The Custodian of Records shall ensure notice is given any time there is a reasonable belief an unauthorized person has acquired either unencrypted personal identifying information or encrypted personal information along with the encryption key or security credential stored in any facility information system (Civil Code § 1798.29).

Notice shall be given as soon as reasonably practicable to all individuals whose information may have been acquired. The notification may be delayed if the Department determines that notification will impede a criminal investigation or any measures necessary to determine the scope of the
breach and restore the reasonable integrity of the data system. Notice shall be written in plain language and consistent with the format and requirements provided in Civil Code § 1798.29.

For the purposes of the notice requirement, personal information includes an individual’s first name or first initial and last name in combination with any one or more of the following:

(a) Social Security number

(b) Driver’s license number, California identification card number, tax identification number, passport number, military identification number, or other unique identification number issued on a government document commonly used to verify the identity of a specific individual

(c) Full account number or credit or debit card number in combination with any required security code, access code, or password that would permit access to an individual's financial account

(d) Medical information

(e) Health insurance information

(f) A username or email address, in combination with a password or security question and answer that permits access to an online account

(g) Unique biometric data

205.9 SEALED RECORD ORDERS
Sealed record orders received by the Department shall be reviewed for appropriate action by the Custodian of Records. The Custodian of Records shall seal such records as ordered by the court and advise the court of compliance with the order. Records may include but are not limited to a record of arrest, investigation, detention, or conviction. Once a record is sealed, members shall respond to any inquiry as though the record did not exist (Welfare and Institutions Code § 781).

205.10 TRAINING
Prior to being allowed to work inside this juvenile facilities, all members will receive training on facility records, policies, and confidentiality requirements, including the potential criminal and civil penalties that may result from a breach of confidentiality in violation of this policy and all applicable statutes.
Daily Activity Logs and On-Duty Officer-of-the Day (OD) Shift Reports

210.1 PURPOSE AND SCOPE
Accurate and legible records are vital to the management of the juvenile facilities. They provide a means for managers to review events and emergency situations that have occurred within the facility.

This policy provides guidance for creating and maintaining accurate and legible records necessary for the management of the juvenile facilities.

210.2 POLICY
This policy establishes the requirement for the preparation, maintenance, and retention of permanent logs and shift reports to provide a record of both routine activities and unusual events such as emergencies or other notable occurrences.

210.3 PROCEDURES
Group Supervisors assigned to housing units and other designated facility areas (e.g., dining areas, educational and classrooms, medical facilities) shall prepare an accurate daily activity log. The On-Duty Officer of the Day (OD) shall prepare a shift report at the end of their shift. The daily activity log and the shift report are a permanent record of daily activities and should reflect an accurate account of activities (15 CCR 1324). Institution staff who fail to complete or who falsify any official document may be subject to disciplinary action, up to and including termination.

Institution staff will adhere to the following procedures when preparing a daily activity log or shift report:

(a) Entries shall be in pen, using black or blue ink, unless entries are logged into an electronic record.

(b) Entries should be legible and provide sufficient detail to ensure that the log entry or report properly reflects the events of the day.

(c) Entries shall include the name or initials of the individual making the entry.

(d) Entries shall reflect the date and time of the event logged.

(e) Entries created and stored electronically shall not be modified. If corrections or changes become necessary, they shall be done by way of a supplemental entry, leaving the original entry unaltered and retrievable.

(f) Handwritten log entries requiring modification shall be crossed out with one line and a new entry made with the author’s initials, noting that it is a correction.

210.4 SHIFT ACTIVITY LOG
All pertinent activities should be documented in the daily activity log. At a minimum this includes:
Daily Activity Logs and On-Duty Officer-of-the Day (OD) Shift Reports

- Personnel on-duty.
- Admissions and discharges.
- Temporary releases.
- Formal counts.
- Safety checks, security checks and inspections, and routine activities.
  - All searches/shakedowns.
- Youth movement within the facility and youth received at a housing assignment.
- Meal service and meal service counts.
- Professional visits to the housing units, including maintenance work and tours.
- Alarms and security equipment tests.
- Medication delivery, sick call, or youth complaint of illness or injury, and the action taken.
- Locking and unlocking of youth rooms.
- Disciplinary actions.
- Supervisor rounds to the housing area and/or to specific youth.
- Unusual youth behavior.
- Discovered contraband.
- Activities and programs offered and the attendees.
- Activities and programs refused by the youth.
- Unusual occurrences.
- Use of emergency equipment.
- Any use of force.
- Sanitation inspections.
- Key counts.
- School attendance or absence.
- Exercise.
- Visitation.
- Special incidents.
- Snacks.
- Snacks and meals refused by the youth

The shift report will be retained in accordance with established records retention schedules.
210.5 ON-DUTY OFFICER OF THE DAY (OD) SHIFT REPORT
The OD or the authorized designee shall prepare a shift report for the oncoming staff. All pertinent information in this report shall include the following at a minimum this includes:

- The formal youth count at the beginning and end of each shift
- Bookings and Releases
  - Key count and exchange
- Tone of the Shift
- Tone of the Units
- Any program cancellations
- Discovered contraband
- Exchange of security equipment (e.g., duress alarm, radio)
- The time the supervisor made rounds
- Information that would assist the oncoming staff
- Unusual occurrences
- Any use of the Safety Cell and Restraint Room

The shift report will be retained in accordance with established records retention schedules.

210.6 SUPERVISOR RESPONSIBILITIES
Supervisors shall review the daily activity log and shift report during each shift. When appropriate, supervisors should include comments in the appropriate logbook regarding an incident or unusual occurrence in the juvenile facilities.

Whenever a major event in the facility requires a coordinated command response, the Officer of the Day should designate someone to keep a running log that identifies, at a minimum, the following:

- Date and time the incident began
- Specific location of the incident
- Times of significant response measures taken during the incident
- Name, identification number (if applicable), and time of arrival of personnel on scene
- Orders issued by the Incident Commander (IC)
- Significant events that occurred because of the incident

The above information should remain available to the IC throughout the event to assist with ongoing response planning.
Emergency Plan

218.1 PURPOSE AND SCOPE
This policy clarifies the role of the San Mateo County Probation Department - Juvenile Facilities and the responsibilities of its members pertaining to large-scale emergencies and the State of California Emergency Plan.

218.2 POLICY
The San Mateo County Probation Department - Juvenile Facilities will prepare for large-scale emergencies within and outside its jurisdiction through planning and mutual cooperation with other agencies.

The County Emergency Plan complies with the State of California's Emergency Services Act (Government Code § 8550 et seq.). This plan provides guidance for county emergency operations within and outside its borders as may be required.

218.2.1 SAN MATEO COUNTY CODES/ORDINANCES
An emergency management organization has been established by the County of San Mateo. This ordinance has been approved by the County Council (Government Code § 8610).

218.3 ACTIVATING THE EMERGENCY PLAN
The Emergency Plan can be activated in a number of ways. For the San Mateo County Probation Department - Juvenile Facilities, the Chief Probation Officer or the highest-ranking on-duty supervisor may activate the Emergency Plan in response to a major emergency.

Upon activation of the plan, the Chief Probation Officer or the authorized designee should contact the State Office of Emergency Services to assist with mutual aid response from local, state, and federal law enforcement agencies.

218.3.1 RECALL OF PERSONNEL
In the event that the Emergency Plan is activated, all employees of the San Mateo County Probation Department - Juvenile Facilities are subject to immediate recall to service. Employees may also be subject to recall during extraordinary circumstances as deemed necessary by the Chief Probation Officer or the highest-ranking on-duty supervisor.

Failure to promptly respond to an order to report for duty may result in discipline.

218.4 LOCATION OF THE EMERGENCY PROCEDURE MANUAL
Copies of the Emergency Procedure Manual (Red Binders) are available on all living units in the Administrative Program Division, the Officer of the Day’s office, Admissions and Central Control. All supervisors should familiarize themselves with the Emergency Procedure Manual and the roles members will play when the plan is implemented. The Administrative Program Deputy Chief should ensure that facility members are familiar with the roles they will play when the plan is implemented.

Emergency Plan

- Emergency Procedures

218.5 EMERGENCY PLAN REVIEW
The Chief Probation Officer or the authorized designee shall review the Emergency Procedure Manual at least once every two years and ensure that the plan conforms to any revisions made by the National Incident Management System (NIMS). The Chief Probation Officer or the authorized designee should appropriately address any needed revisions.

218.6 TRAINING
The Department should provide annual training on the Emergency Plan for all supervisors and other appropriate personnel. All supervisors should familiarize themselves with the Emergency Plan and personnel responsibilities when the plan is implemented. Training should incorporate a full or partial exercise, tabletop exercise, or command discussion.
Chapter 3 - Training
Training

303.1 PURPOSE AND SCOPE
This policy establishes training requirements and guidelines for group supervisors, support personnel, supervisors, and managers. The policy addresses the training program and the probationary evaluation.

303.2 POLICY
It is the policy of this facility to assign all new group supervisors to a structured juvenile facilities training program designed to prepare the new group supervisor to perform in a detention assignment in a safe, productive, and professional manner.

303.3 TRAINING OBJECTIVES
The objectives of the training program are to:

(a) Improve the competency of staff at all levels.
(b) Ensure that staff can carry out the mission of the Department through a thoroughly demonstrated knowledge of facility policies and procedures.
(c) Increase the technical expertise and overall effectiveness of personnel.
(d) Provide for continued professional development of facility personnel.
(e) Document formal training and employee development.

303.4 MINIMUM TRAINING REQUIREMENTS
Permanent Group Supervisors shall successfully complete the Juvenile Corrections Officer Core Course as described in 15 CCR 176 within one year from the date of assignment and prior to assuming sole supervision of youth (15 CCR 1322). Annual and advanced training shall be completed in accordance with Section 184 of Title 15 CCR.

Group Supervisors shall successfully complete training pursuant to Penal Code § 830 et seq. prior to exercising peace officer powers (15 CCR 1322).

Group supervisors assigned to work in the facility prior to completing their core required training may do so only under the direct supervision of a fully trained member (15 CCR 1322).

303.4.1 FIRE AND LIFE SAFETY

(a) All permanent youth supervision staff shall attend the Juvenile Corrections Officer Core course that includes fire and life safety instruction.

(b) Youth supervision staff will be certified in CPR and first aid biannually. In addition, youth supervision staff will participate in quarterly fire drills.

(c) During orientation training, youth supervision staff shall be trained in the fire and life safety policies and practices of the particular facility, including the location of fire doors and barriers and evacuation procedures.
(d) Staff transferring to a new facility shall be trained in the fire and life safety policies and practices for the particular facility, including the location of fire doors and evacuation procedures.

303.5 TRAINING PROGRAM PHASES

The training program is designed to build on the conceptual foundation taught in the basic academy training module, whereupon the theoretical knowledge gained can be molded into a practical skill set. The training program consists of the five phases described below (15 CCR 1324).

303.5.1 FACILITY ORIENTATION

Prior to assuming any responsibilities, the trainee will be assigned to a Training Officer (TO). The TO will, at a minimum (15 CCR 1322):

(a) Brief the trainee on the purpose and scope of, and the trainee's responsibilities during, the training program.

(b) Explain the supervision duties, scope of decisions the trainee will make, and persons to contact for decisions beyond the trainee's responsibility.

(c) Provide the trainee with any required equipment or materials.

(d) Tour the entire facility and support services with the trainee.

(e) Introduce the trainee to the Superintendent and key supervisory, administrative, and support personnel, and to the trainee's supervisor.

303.5.2 INITIAL TRAINING

During the 40 hours of initial training and prior to assuming responsibility for the supervision of youth, the trainee will be exposed to the many duties at each post by observing the TO or their assigned designee demonstrate how each task is to be performed. The TO should provide instruction to the trainee and encourages the trainee to ask questions.

Time should be made available during this phase to allow the trainee to study policies and procedures, directives, post orders, and any other materials deemed necessary by the TO.

The TO will monitor the trainee's progress by asking questions and administering tests on the materials and demonstrations provided to the trainee.

The performance of the trainee will be evaluated and recorded daily by the TO. Areas of deficiency will be discussed, and remedial training provided if deemed necessary by the TO.

303.5.3 SUPERVISION OF YOUTH WITH CLOSE SUPERVISION

After 40 hours of initial training, the TO will instruct the trainee in each required activity at each post. Once each task is demonstrated, the trainee will be directed to perform each activity under the close supervision of the TO or their assigned designee.

The TO or their assigned designee will provide direction as needed to the trainee during the hands-on activities.
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The work performance of the trainee will be evaluated and recorded daily by the TO. Areas of deficiency will be discussed, and remedial training provided if deemed necessary by the TO.

303.5.4 SOLE SUPERVISION OF YOUTH WITH MONITORING
After completion of core training and during probation, the trainee will be directed to work solo in each area that training has been provided.

The solo activities of the trainee will be monitored by the TO and a supervisor.

The work performance of the trainee will be evaluated and recorded by the TO. Areas of deficiency will be discussed, and remedial training provided if deemed necessary by the TO.

303.5.5 WORKING INDEPENDENTLY WITH SUPERVISION
Upon completion of the core training including any applicable probationary period and provided there are no concerns about the trainee’s ability, the trainee will be assigned to a shift and supervised regularly by the supervisor.

The supervisor, in consultation with the TO and the Superintendent, will make a recommendation to pass the trainee on to an assignment, continue training, or terminate the trainee.

303.6 PROBATIONARY PERIOD EVALUATION
Permanent Probationary employees will receive a written evaluation of their job skills and learning progress at the end of their six months employment. These evaluations shall be in writing and discussed with the employee by the employee’s supervisor. The final evaluation shall be made a part of the employee’s personnel record.

303.7 COMPUTER-BASED TRAINING OPTIONS
The Lexipol Daily Training Bulletins (DTBs) are a web-based system that provides training on the San Mateo County Probation Department - Juvenile Facilities Detention Manual and other important topics. Generally, 20 training bulletins are available each month. However, the number of DTBs may be adjusted by the Training Manager.

Personnel assigned to participate in DTBs should only use the passwords and login names assigned to them by the Training Manager. Personnel should not share their passwords with others and should frequently change their passwords to protect the security of the system. After each session, members should log off the system to prevent unauthorized access. The content of the DTBs is copyrighted material and shall not be shared with others outside of the Department.

Members assigned to participate in the DTB program should complete each DTB at the beginning of their shifts or as otherwise directed by their supervisors. Members should not allow uncompleted DTBs to build up. Personnel may be required to complete DTBs missed during extended absences (e.g., vacation, medical leave) upon returning to duty. Although the DTB system can be accessed...
Training

from any internet-active computer, members shall only take DTBs as part of their on-duty assignments as there will be no authorization for taking or viewing DTBs while off-duty.

Supervisors will be responsible for monitoring the progress of personnel under their command to ensure compliance with this policy.
Briefing

308.1 PURPOSE AND SCOPE
Briefing is generally conducted at the beginning of the group supervisor’s assigned shift. Briefing provides an opportunity for an important exchange of information between Group Supervisors.

308.2 POLICY
Briefing is intended to facilitate the accurate flow of information to enhance coordination of activities, improve performance and safety, and outline the expected actions of members.

308.3 BRIEFING
Briefing covers a wide range of important topics reported by the Officer of the Day (OD), management or their approved designee.

The supervisor conducting briefing is responsible for preparing the materials necessary for constructive information and feedback. Briefing will be based on but not limited to:

- Juvenile Facilities policies and procedures.
- Special Orders not yet established into policy.
- Reviewing recent incidents.
- Youth who require immediate staff attention.
- Tone of the Unit.
- In preparation or response to an unusual occurrence.
- Statutory requirements or court orders.
- Operation of new equipment, including computer software.
- Notifying the staff of changes in schedules and assignments.
- Any other topic as determined by the Chief Probation Officer or the authorized designee.
Chapter 5 - Youth Management
Population Management

500.1 PURPOSE AND SCOPE
The purpose of this policy is to establish a system of youth population accounting that promotes the safety and security of the facility on a daily operational basis. It assembles data that enables the Department to forecast staffing and facility growth needs into the future and plan for the associated expenditures.

500.2 POLICY
It is the policy of this facility that a youth population management system should be established and maintained to account for the admission, processing, providing services, transfer, and release of youth.

500.3 REPORTS
The Superintendent or the authorized designee is responsible for ensuring that detailed daily reports of the facility's youth population are completed and maintained by the staff. The reports shall reflect the average daily population of pre- and post-adjudicated youth with males and females listed separately. The Superintendent or the authorized designee shall collect and submit the required population and profile survey data to the Board of State and Community Corrections within 10 working days of the end of each month. The Chief Probation Officer or the authorized designee should maintain the data in an accessible format for historical purposes and to monitor average length of stay, analyze trends, and respond to funding opportunities (see the Crowding Policy) (15 CCR 1324; 15 CCR 1342).

500.4 DATA COLLECTION
For each reporting period, the report should include but is not limited to the following:

(a) Number of beds in general housing
(b) Average daily population (ADP) for:
   1. Felony and misdemeanor by male and female
   2. Pre-adjudicated and post-adjudicated by male and female
(c) Highest one-day youth population
(d) Number per month of:
   1. Total admissions
   2. Status offender admissions
   3. Probation violation admissions
(e) Average length of stay for those released during the month, including:
   1. All releases
   2. Transfers to treatment programs/residential treatment
3. Transfers to placements (e.g., group homes, foster homes)
4. Other releases

(f) Number of:
1. Youth-on-youth assaults
2. Youth-on-staff assaults
3. Escapes
4. Suicide attempts
5. Suicides
6. In-custody deaths
7. Youth grievances and dispositions
8. Disciplinary reports and dispositions

(g) One-day snapshot, on the 15th of each month, of the number of:
1. Youth awaiting adult court/certified to adult court
2. Youth under 12 (male and female)
3. Youth 12-13 (male and female)
4. Youth 14-15 (male and female)
5. Youth 16-17 (male and female)
6. Youth over 18 (male and female)
Youth Classification

502.1 PURPOSE AND SCOPE
This policy describes the San Mateo County Probation Department - Juvenile Facilities’ classification process, which is designed to identify security and health issues so that youth may be held in such a way as to foster a safe and secure facility (15 CCR 1352).

502.2 POLICY
It is the policy to properly classify youth housed in these juvenile facilities according to security and health risks so that appropriate supervision, temporary holding, appropriate programming, and housing assignments may be made.

502.3 CLASSIFICATION PLAN
The Superintendent or the authorized designee should create and maintain a classification plan to guide staff in processing youth brought into the juvenile facilities. The plan should include an initial screening process, and a process for determining appropriate housing assignments (28 CFR 115.341; 28 CFR 115.342; 15 CCR 1352). The plan should include use of an objective screening instrument, procedures for deciding classification and housing assignments, intake and housing forms, and a process to ensure that all classification and housing records are maintained in each youth’s permanent file. The plan should include an evaluation based on:

- Age.
- Sex.
- Physical size and stature.
- Current charges.
- Behavior during arrest or detention and admission process.
- Criminal, detention, and incarceration history.
- Level of emotional and cognitive development.
- Potential risk to safety of others or self.
- Special needs assessment for vulnerable youth.
- Behavioral or physical limitations or disabilities.
- Medical condition.
- Medical disability.
- Mental health history
- Intellectual or developmental disabilities.
- Suicidal ideation (15 CCR 1329).
Youth Classification

- Escape history and degree of escape risk.
- Prior assaultive or violent behavior.
- The need to be separated from other classifications of youth (e.g., violent offenders, gang affiliation, confidential informants, non-association orders or protective custody status).
- Prior sexual abusiveness.
- Whether the youth is or is perceived to be gay, lesbian, bisexual, transgender, intersex, or gender non-conforming (see the Transgender and Intersex Policy for transgender and intersex definitions).
- Previous sexual victimization.
- The youth's own perception of vulnerability.
- Any other criteria deemed appropriate by the Chief Probation Officer or the authorized designee.
- Gender or gender identity (15 CCR 1352).

The plan should include a methodology for evaluating the classification process and a periodic review for the purpose of continuous quality improvement.

Information obtained in response to screening questions shall be considered confidential and shall only be made available to those who have a legitimate need to know (28 CFR 115.341).

See Procedures Manual on Youth Classification for further information.

- Youth Classifications Procedures

502.4 INITIAL CLASSIFICATION

The initial classification process is intended to identify predatory, violent, and at-risk youth. It should occur early in the intake process to allow for appropriate supervision while the youth is being temporarily held in this facility and until a decision is made to place the individual into a more permanent housing assignment and orientation is provided (see the Youth Orientation Policy).

Youth should be interviewed by an admissions group supervisor as soon as possible in the admission process. The admissions group supervisor shall complete the initial classification form. The initial classification form should include a place for the admissions group supervisor to make a housing recommendation. This recommendation should be based on the initial classification form, an assessment of the youth's condition, and the youth's interview.

The initial classification form shall be placed in the youth's file and provided to the lead group supervisor, who will, within the limits of available resources, determine the appropriate temporary housing location.
502.5 CLASSIFICATION UPON HOUSING
Once it has been determined that the youth will not be released from detention, a more in-depth classification of the youth will be conducted prior to housing assignment.

502.5.1 INTERVIEW
The comprehensive classification process begins with a review of any initial classification information obtained during the admission process, and an interview by the admissions group supervisor. The review of initial classification documents and the questions, answers, and observations from the youth’s interview and risk assessment will be documented, representing the treatment plan, security level, and housing assignment appropriate for each youth.

502.5.2 OVERRIDE
The admissions lead group supervisor has the authority to override the results when it appears necessary to assign more appropriate housing. The override capability exists to use the group supervisor’s training and expertise in those instances when the results are not reflective of the youth’s potential security or health risk. Reasons for the override must be documented and approved by the Institutions Services Manager On-Duty Officer of the Day (ISM-OD).

502.6 REVIEWS AND APPEALS
Once a youth is classified and housed, the youth may appeal the decision of the admissions group supervisor. The appeal process shall begin at the first-line supervisor level. The decision by the ISM-OD may be appealed to the Superintendent or the authorized designee. The decision by the Superintendent or the authorized designee is final.

502.6.1 PERIODIC CLASSIFICATION REVIEWS
The group supervisor assigned to the housing units should continually review the status of all youth who are housed in the living unit. The review should examine changes in the youth’s behavior or circumstances and should either raise, lower, or maintain the classification status (15 CCR 1352).

Housing and program assignments for each transgender or intersex youth shall be reassessed at least twice each year to determine whether the youth has experienced any threats (28 CFR 115.342). (see the Transgender and Intersex Policy).

Youth risk levels shall be reassessed when required due to a referral, request, incident of sexual abuse, or receipt of additional information that increases the youth’s risk of sexual victimization or abusiveness (28 CFR 115.341).

502.6.2 STAFF REQUESTED REVIEW
At any point during a youth’s detention, a staff member may request a review of the youth’s classification. The reason for the review, the review itself, and the outcome of the review shall be documented in the youth’s permanent file. Nothing in this section shall prohibit staff from immediately moving a youth to another location in the facility based on exigent circumstances. Under such circumstances, the staff member moving the youth must immediately document the action and notify the Superintendent or the authorized designee.
502.7 HOUSING ASSIGNMENTS
The least restrictive housing and program settings shall be assessed for the youth's safety and placement. Housing assignments shall consider the need for single, double, or dormitory placement (15 CCR 1352). Youth should be housed based upon these criteria:

- Classification level
- Age
- Sex
  - Legal status (e.g., non-adjudicated, adjudicated, current charge)
  - Public safety considerations
  - Need for protection or separation
  - Criminal sophistication
  - Maturity
  - Emotional stability
  - Program needs
  - Medical and mental health considerations
  - Any other criteria identified by the Superintendent

502.7.1 SEPARATION
All youth shall be housed to ensure visual and physical separation.

502.7.2 ADDITIONAL SEPARATION REQUIREMENTS
Decisions to separate youth should include consideration of positive youth development and trauma-informed care. When the objective of the separation is discipline (15 CCR 1354).

Youth shall not be denied normal privileges during separation except when necessary to accomplish the objective of separation (15 CCR 1354).

This section does not prohibit members from placing a youth in a single-occupancy room at the youth’s specific request or in accordance with Title 15 regulations regarding separation (15 CCR 1352).

There shall be a daily review of separated youth to determine if separation remains necessary, unless more frequent review is required (15 CCR 1354).

502.7.3 SEPARATION EXCEPTIONS
Youth not required to be in an infirmary for illness may be separated for health and safety issues, with the written approval of a licensed physician or nurse practitioner in accordance with 15 CCR 1354.5:

(a) To treat and protect against the spread of communicable disease for the shortest amount of time required to reduce the risk of infection.
Youth Classification

(b) For required extended care after medical treatment.

502.8 CLASSIFICATION SPACE ALLOCATION
The classification plan depends on the ability of the facility to physically separate different classes of youth. To ensure that allocated space meets the current population needs, the Superintendent or the authorized designee should periodically meet with representatives of lead group supervisors to discuss the fixed resources (e.g., rooms, dorms, dayrooms) (15 CCR 1352).

The Superintendent should report at least quarterly to the detention management team any space issues (see the Crowding Policy).

502.9 SINGLE-OCCUPANCY ROOMS
Single-occupancy rooms may be used to house these categories of youth:

- Maximum security
- Special management
- Medical condition or disabilities (upon consultation with medical staff and the availability of medical beds)
- Mental condition (upon consultation with mental health staff and the availability of mental health beds)
- Sexual predators
- Any youth with an elevated risk of being taken advantage of, being mistreated, or becoming a victim of sexual abuse or harassment
- Any other condition or status for single-occupancy housing

The ISM-OD shall notify the Superintendent or the authorized designee when single-occupancy rooms are not available for housing the above described youth. In such cases, a risk assessment shall be used to identify youth in the above categories who may be safely housed together.

502.10 PRISON RAPE ELIMINATION ACT (PREA) CONSIDERATIONS
Housing, bed, program, education, and work assignments should be made in an effort to keep youth safe and free from sexual abuse.

Housing and program assignments of a transgender or an intersex youth shall include individualized consideration for the youth’s health and safety and any related supervisory, management, or facility security concerns. A transgender youth’s or an intersex youth’s views regarding the youth’s own safety shall be given serious consideration (15 CCR 1352.5).

Identification or status as lesbian, gay, bisexual, transgender, or intersex shall not be considered as an indicator of likelihood of being sexually abusive (28 CFR 115.342; 15 CCR 1352).

Lesbian, gay, bisexual, transgender, or intersex youth shall not be placed in housing, bed, or other assignments based on such identification or status (28 CFR 115.342).
Youth Classification

Staff shall consider any recommendations from the youth’s health care provider. The decision to house youth in a unit that does not match their gender identity, including any reason(s), shall be documented (15 CCR 1352.5).

502.10.1 SEPARATING YOUTH FROM THE GENERAL POPULATION
No youth should be separated from the general population unless an assessment of available alternatives has been made and the ISM-OD has determined that there is no available alternative means to keep the youth and other youth safe. The basis for safety concerns and the reasons why no alternative means of separation are available shall be documented.

Youth may only be separated from the general population until an alternative means to keep all youth safe can be made.

During any period of separation, youth may not be denied daily large-muscle exercise and legally required educational programming or special education services. Separated youth should not be denied access to other programs and work opportunities as reasonably possible (28 CFR 115.342).

Separated youth shall also receive daily visits from a medical or mental health care provider (28 CFR 115.342; 15 CCR 1354).

502.11 STAFF TRAINING IN CLASSIFICATION
Members should receive training specific to youth classification before performing classification duties. Individuals not specifically trained in youth classification may perform classification duties under the immediate supervision of a trained and qualified staff member.
Youth Counts

505.1 PURPOSE AND SCOPE
Youth population counts are vital to the security of the facility, the safety of the staff, and the welfare of the youth. This policy establishes guidelines for the frequency of youth counts, ensuring that all youth and their status can be accounted for at any time (15 CCR 1324).

505.2 POLICY
It is the policy of this facility to account for all youth within and under the control of this facility through scheduled and other counts as needed.

505.3 PROCEDURE
The Superintendent or the authorized designee shall be responsible for creating and maintaining a written procedure establishing the process and frequency of counts. Youth counts shall be conducted at least once every eight hours. Emergency counts may be conducted at the direction of the Officer of the Day as needed. Electronic counts shall not be substituted for direct staff observation.

All counts shall be documented on the “Mystery Sheet.” On-Duty Officer of the Day (OD) Report, Admissions and Unit Logs and verified by the Officer of the Day. Counts shall include all youth in detention, including those on work assignments, furlough, and education release and those who are off-site, such as the hospital or court.

Any discrepancy in the count should immediately be reported to the Superintendent and resolved prior to the release of the shift personnel responsible for the count. A formal count in which all youth are personally identified by a group supervisor should be conducted at the beginning and end of each shift and reported to Admissions Staff. The result of the formal count will be used to calculate the average daily population statistics for the facility.

If an escape is discovered during the youth count, the Officer of the Day will initiate action to investigate the escape by promptly notifying law enforcement agencies and the Superintendent, initiating a search, and complying with other procedures as needed in accordance with the Facility Emergencies Policy.

A complete report of the incident will be prepared and provided to the Chief Probation Officer or the authorized designee as soon as practicable.

Count documentation shall be maintained for a period prescribed by statute, ordinance, or policy.
Control of Youth Movement

512.1 PURPOSE AND SCOPE
The purpose of this policy is to establish a process for the safe and secure movement of youth between areas within the facility.

512.2 POLICY
The staff should be vigilant in the control and movement of youth between areas within the facility. Control may be by direct or indirect visual observation. All staff should consider all youth movement as a high-risk activity. The staff should be aware of their surroundings and take steps to prevent the possession and exchange of contraband.

512.3 CONTROL OF MOVEMENT
Staff shall not allow youth to leave their assigned area or program unless they have approved activities, which may include but are not limited to the following:

(a) Court
(b) Receiving a visit
(c) Movement to Central dining
(d) Law enforcement interview
(e) Receiving mental health services, dental, or medical care
(f) Attending educational classes or religious services
(g) Release
(h) Facility emergency
(i) Any other reason deemed appropriate by staff

512.4 MOVEMENT OF YOUTH
Movement of one or more youth in the facility should be done upon youth identification and in an orderly manner, with youth walking in a single-file line and with hands behind their back. Staff members should have situational awareness during the movement of youth and should consider the design of the facility, areas of poor visibility, and the presence of other youth being moved. Staff members should be aware of areas where youth may have access to contraband items.

512.5 MOVEMENT SECURITY
While inside the facility, youth should be restrained during movement based on individual security classification and in accordance with the Restraints Policy.

Whenever a high-security youth cannot be restrained, the staff should increase the number of staff present to ensure the safe movement of the youth.
Control of Youth Movement

The staff should be watchful in and around passageways and ensure that sally port doors are secured to prevent escape.
Over-Detention and Inadvertent Releases

520.1 PURPOSE AND SCOPE
This policy provides guidance to staff and management if over-detention or inadvertent release occurs.

520.1.1 DEFINITIONS
Definitions related to this policy include:

Inadvertent release - Any instance of a youth being mistakenly released.

Over-detention - Any instance of a youth being mistakenly detained beyond the scheduled release date.

520.2 POLICY
It is the policy of this facility to reasonably ensure that over-detention and inadvertent releases do not occur. This facility shall promptly review and address allegations of over-detention and inadvertent release.

520.3 OVER-DETENTION
Any probation staff member who discovers or receives information of an over-detention, or a complaint from a youth regarding over-detention (which could be discovered through a grievance), should immediately notify the On-Duty Officer of the Day (OD) (see the Youth Grievances Policy).

The OD should direct the Institutions staff to contact the youth’s probation officer or the authorized designee and immediately investigate to determine the correct release date of the youth and to report the findings to the Chief Probation Officer or the authorized designee.

Youth who are found to be over-detained shall be processed for immediate release in accordance with the Release Policy. The youth’s parent/guardian, probation personnel, the juvenile court, and any other agency with jurisdiction shall be immediately contacted by the Chief Probation Officer or the authorized designee. The Chief Probation Officer or the authorized designee shall ensure that an entry is made to the daily activity log and a report is completed.

520.3.1 OVER-DETENTION GRIEVANCES
Any Institutions staff member who receives information or a complaint from youth regarding over-detention should immediately notify the OD (see the Youth Grievances Policy) and assist the youth with completing a grievance form. The staff member should forward the form directly to the OD as soon as practicable.

The OD receiving a grievance regarding an over-detention should direct Admissions Staff to immediately investigate to determine the correct release date of the youth and to report the findings to the OD.

If the OD decides not to release the youth, the OD should ensure the youth receives a grievance hearing as soon as practicable but within 24 hours of the grievance submission. The hearing
Over-Detention and Inadvertent Releases

documentation should reflect efforts made to investigate the allegation (see the Youth Grievances Policy).

520.4 INADVERTENT RELEASE
Whenever an inadvertent release is discovered, the Institutions staff member making the discovery shall immediately notify the Officer of the Day. The notification shall be documented in the daily activity log, log-book and On-Duty Officer of the Day Report. The parent/guardian, probation personnel, and any agency having jurisdiction shall be immediately notified. Local law enforcement also shall be contacted.

520.4.1 INADVERTENT RELEASE INVESTIGATION
In the case of an inadvertent release, the OD should immediately notify the Chief Probation Officer or the authorized designee and ensure a report is completed.

The OD should direct Admissions Staff to immediately investigate to determine the cause of the inadvertent release.

The OD along with the youth’s probation officer will coordinate a response based upon the seriousness of the threat the youth may pose to the community. The threat assessment should be based upon the youth’s criminal history and the reason the youth is in detention, among other factors.

An appropriate evaluation of the circumstances shall be made to determine whether the inadvertent release should be classified as an escape.

520.4.2 RETURNING THE YOUTH TO CUSTODY
When the youth is located and returned to the facility, the appropriate notifications should be made as soon as possible.
Chapter 6 - Youth Due Process
Foreign Nationals and Diplomats

604.1 PURPOSE AND SCOPE
This policy addresses the privileges and immunities afforded to certain youth who are family members of individuals assigned to foreign diplomatic missions and consular posts.

This policy also addresses the legal requirements related to consular notifications that should occur when a foreign national is in detention.

604.2 POLICY
The San Mateo County Probation Department - Juvenile Facilities will treat youth who are family members of foreign diplomatic and consular personnel with due regard for the privileges and immunities to which they are entitled under international law. The Department will investigate all claims of immunity and accept detention of the youth when appropriate.

The San Mateo County Probation Department - Juvenile Facilities will also honor the laws related to foreign nationals who are detained by making proper legal guardian and consular notifications.

604.3 DIPLOMATIC AND CONSULAR IMMUNITY

604.3.1 AVAILABILITY OF RESOURCES
The On-Duty Officer of the Day (OD) will ensure that current contact information for the U.S. Department of State and the U.S. Mission to the United Nations is readily available for facility members who need to verify a claim of diplomatic or consular immunity. Relevant material for law enforcement published by the U.S. Department of State Bureau of Diplomatic Security should be readily available as well.

604.3.2 ADDRESSING CLAIMS OF DIPLOMATIC OR CONSULAR IMMUNITY
When a youth who claims diplomatic or consular immunity is brought to the San Mateo County Probation Department - Juvenile Facilities, the receiving group supervisor shall first inform the (OD) and then generally proceed as follows:

(a) Do not accept detention of the youth from the transporting officer. The youth should not be brought inside the San Mateo County Probation Department - Juvenile Facilities unless doing so would facilitate the investigation of the claim of immunity.

(b) Do not handcuff the youth, or, if handcuffs have been applied, remove them unless there is an articulable threat that would justify their use.

(c) If the youth has already been accepted into detention, inform the youth that the youth will be detained until the youth's identity and immunity can be confirmed. Attempt to obtain a U.S. Department of State-issued identification card or other identification or documents that may relate to the claimed immunity.

(d) In all cases, verify the status and level of immunity by contacting the U.S. Department of State or the U.S. Mission to the United Nations, as appropriate.
Foreign Nationals and Diplomats

It will be the responsibility of the Officer of the Day to communicate the claim of immunity to the Assessment Officer and the on-duty supervisor of the arresting agency (if not the San Mateo County Probation Department - Juvenile Facilities). The Officer of the Day may assist another agency in determining the person’s immunity status.

The Officer of the Day is responsible for ensuring appropriate action is taken based upon information received regarding the youth’s immunity status and reporting the information to the Director.

604.3.3 REPORTING
If the youth’s immunity status has been verified, the Officer of the Day should ensure a report is prepared describing the details and circumstances of any detention or custody. A copy of the report should be faxed or mailed as soon as possible to the U.S. Department of State in Washington, D.C., or to the U.S. Mission to the United Nations in New York in cases involving a member of the United Nations community.

604.4 CONSULAR NOTIFICATIONS

604.4.1 CONSULAR NOTIFICATION LIST AND CONTACTS
The Superintendent or the authorized designee will ensure that the U.S. Department of State’s list of countries and jurisdictions that require mandatory notification is readily available to facility members. There should also be a published list of foreign embassy and consulate telephone and fax numbers, as well as standardized notification forms that can be faxed and then retained for the record. Prominently displayed placards informing youth of rights related to consular notification should also be posted.

604.4.2 CONSULAR AND LEGAL GUARDIAN NOTIFICATION

Department members assigned to intake shall:

(a) If the youth is a foreign national, determine whether the youth’s country is on the U.S. Department of State’s mandatory notification list.

(b) If the country is not on the list for mandatory notification, attempt to contact the youth’s parent/guardian to see if the parent/guardian wants consular officers notified of the detention. If there is reason to believe the youth may be the victim of abuse or trafficking and contacting the parent/guardian or consular officers would put the youth in danger, contact the appropriate court for a determination of whether notification should be made.

(c) If the country is not on the list for mandatory notification and the youth’s parent/guardian requests that consular officers be notified, and if the Department is unable to locate the foreign national’s legal guardian within 72 hours, or the court orders notification:

1. Notify the nearest embassy or consulate of the youth’s country of the arrest or detention by faxing the appropriate notification form. If no fax confirmation is received, a telephonic notification should be made and documented.
Foreign Nationals and Diplomats

2. Forward any communication from the youth and/or parent/guardian to the consular officers without delay.

(d) If the country is on the list for mandatory notification:

1. Notify the nearest embassy or consulate of the youth’s country, without delay, of the youth’s detention by faxing the appropriate notification form. If no fax confirmation is received, a telephonic notification should be made and documented.

2. Tell the youth and the parent/guardian that this notification has been made and inform the youth without delay that the youth may communicate with the youth’s consular officers.

3. Forward any communication from the youth and the youth’s parent/guardian to the consular officers without delay.

4. Document all notifications to the embassy or consulate and retain the faxed notification and any fax confirmation in the youth’s file.

Members should never discuss anything with consulate personnel beyond the required notifications, such as whether the youth is requesting asylum. Requests for asylum should be forwarded to the Officer of the Day.
MISSION STATEMENT
The mission of the San Mateo County Probation Department is to enhance community safety, reduce crime, and assist the victims of crime through offender accountability and rehabilitation.
VISION STATEMENT
The vision of the San Mateo County Probation Department is to be a proactive and innovative agency which facilitates positive changes in offenders’ behaviors that reduce recidivism and foster a law-abiding lifestyle.
CORE VALUES
CODE OF ETHICS
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Department
Chapter 1 - Probation Role and Authority
 Probation Authority

100.1 PURPOSE AND SCOPE
This policy is to identify the authority of San Mateo County Probation Department deputy probation officers.

100.2 POLICY
It is the policy of this department for all deputy probation officers to exercise their authority fairly and objectively.

This department recognizes the power of deputy probation officers to use discretion in the exercise of the authority granted to them. Deputy Probation Officers are encouraged to use sound discretion in the exercise of their duties.

This department does not tolerate abuse of authority.

100.3 DEPUTY PROBATION OFFICER AUTHORITY
Deputy Probation Officers are authorized to supervise clients as provided in this manual, applicable court orders, and state law (Penal Code § 1202.8; Penal Code § 1203.71).

100.4 ARREST AND OTHER POWERS
Deputy Probation Officers authorized by the Chief Probation Officer may exercise peace officer powers at any place in the state while engaged in the performance of official duties. The authority extends only to (Penal Code § 830.5; Penal Code § 1203.71; Penal Code § 3455):

(a) Conditions of any person being supervised by this department who is on parole, probation, electronic monitoring program, mandatory supervision, post-release community supervision, or under other orders of the court.

(b) The escape of any inmate or ward from a state or local institution.

(c) The transportation of persons on parole, probation, mandatory supervision, or post-release community supervision.

(d) Violations of any penal provisions of law discovered while performing the usual or authorized duties of employment.

(e) Rendering mutual aid to any other law enforcement agency.

100.5 CONSTITUTIONAL REQUIREMENTS
All members shall observe and comply with every person’s clearly established rights under the United States and California constitutions.
Policy Manual

103.1 PURPOSE AND SCOPE
The manual of the San Mateo County Probation Department is hereby established and shall be referred to as the Policy Manual or the manual. The manual is a statement of the current policies, procedures, rules, and guidelines of this department. All department employees are to conform to the provisions of this manual.

All prior and existing manuals, orders, and regulations that conflict with this manual are rescinded, except to the extent that portions of existing manuals, orders, and other regulations that have not been included herein shall remain in effect where they do not conflict with the provisions of this manual.

103.2 POLICY
Except where otherwise expressly stated, the provisions of this manual shall be considered guidelines. It is recognized that the work of law enforcement is not always predictable and that circumstances may arise that warrant departure from these guidelines. It is the intent that this manual be viewed from an objective standard, taking into consideration the sound discretion entrusted to employees of this department under the circumstances reasonably discernable at the time of any incident.

103.2.1 DISCLAIMER
The provisions contained in the Policy Manual are not intended to create an employment contract nor any employment rights or entitlements. The policies contained within this manual are for the internal use of the San Mateo County Probation Department and shall not be construed to create a higher standard or duty of care for civil or criminal liability against the County, its officials, or department employees. Violations of any provision of any policy contained within this manual shall only form the basis for administrative action, training, or discipline. The San Mateo County Probation Department reserves the right to revise any policy content, in whole or in part.

103.3 AUTHORITY
The Chief Probation Officer shall be considered the ultimate authority for the content and adoption of the provisions of this manual and shall ensure compliance with all applicable federal, state, and local laws. The Chief Probation Officer or the authorized designee is authorized to issue Special Orders, which shall modify those provisions of the manual to which they pertain. Special Orders shall remain in effect until such time as they may be permanently incorporated into the manual.

103.4 DEFINITIONS
The following words and terms shall have these assigned meanings throughout the Policy Manual, unless it is apparent from the content that they have a different meaning:

SMCPD - The San Mateo County Probation Department.
Department - The San Mateo County Probation Department.
**Policy Manual**

**Employee** - Any person employed by the Department, including volunteers.


**May** - Indicates a permissive, discretionary, or conditional action.

**Deputy Probation Officer** - Those employees of the San Mateo County Probation Department who engage in the supervision of clients.

**On-duty** - An employees’ status during the period when actually engaged in the performance of assigned duties.

**Order** - A written or verbal instruction issued by a superior.

**POST** - The Commission on Peace Officer Standards and Training.

**Rank** - The title of the classification held by a deputy probation officer and group supervisor.

**Shall or will** - Indicates a mandatory action.

**Should** - Indicates a generally required or expected action, absent a rational basis for failing to conform.

**STC** - Standards and Training for Corrections.

**Supervisor** - A person in a position of authority that may include directing and evaluating the work of other employees.

The term "supervisor" may also include any person (e.g., deputy probation officer and group supervisor-in-charge, lead, or senior worker) given responsibility for the direction of the work of others without regard to a formal job title, rank, or compensation.

**103.5 ISSUING THE POLICY MANUAL**

An electronic version of the Policy Manual will be made available to all employees on the department network for viewing and printing. No changes shall be made to the manual without authorization from the Chief Probation Officer or the authorized designee.

Each employee shall acknowledge that the employee has been provided access to and has had the opportunity to review the Policy Manual and Special Orders. Employees shall seek clarification as needed from an appropriate supervisor for any provisions that they do not fully understand.

**103.6 PERIODIC REVIEW OF THE POLICY MANUAL**

The Chief Probation Officer will ensure that the Policy Manual is periodically reviewed and updated as necessary.

**103.7 REVISIONS TO POLICIES**

All revisions to the Policy Manual will be provided to each employee on or before the date the policy becomes effective. Each employee will be required to acknowledge that the employee has reviewed the revisions and shall seek clarification from an appropriate supervisor as needed.
Policy Manual

Employees are responsible for keeping abreast of all Policy Manual revisions. Each Deputy Chief will ensure that employees under the Deputy Chief's command are aware of any Policy Manual revision. All department employees suggesting revision of the contents of the Policy Manual shall forward their written suggestions to their Deputy Chief Probation Officer, who will consider the recommendations and forward them to the command staff as appropriate.
Chapter 3 - General Operations
Video Monitoring and Recording at the Youth Services Center

326.1 PURPOSE
The purpose of this policy is to provide information and guidelines on the Department’s use of video monitoring and recording in and around the Youth Services Center. Video monitoring and recording enhances facility security and better protects the safety of department employees, the public, and the youth at the Youth Services Center.

326.2 POLICY
It is this Department’s policy that the use of video monitoring and recording at the Youth Services Center shall be used in a manner that best contributes to the Department’s mission of enhancing community safety that best serves our employees and the youth in our facilities.

326.3 VIDEO MONITORING AND REVIEW OF VIDEO RECORDINGS
(a) Video Monitoring
   1. Sworn staff may monitor live video as needed to enhance facility security and monitor employee and youth safety. Video monitoring shall not be used in lieu of on-site supervision.

(b) Video Review
   1. The review of video recordings may be used to address security-related concerns, to aid in specific investigations and for employee training purposes. Random review of video recordings may also be used at the direction of the Chief Probation Officer (CPO), or in their absence the Assistant Chief Probation Officer (ACPO) or his/her designee. Video recordings may be reviewed in the following situations:
      (a) By law enforcement when conducting a criminal investigation.
      (b) By the Superintendent of Institutions or an Institution Services Manager (ISM) when investigating the conduct of a detained youth, in the investigation of a grievance, or for an incident involving the use of force.
      (c) By Internal Affairs or other assigned investigator when conducting an Administrative Investigation regarding a complaint or concern.
      (d) By authorized persons when assessing the proper functioning and maintenance of the monitoring and recording equipment.
      (e) Any person with permission of the CPO or in their absence, the ACPO, or their designee.
      (f) An employee may request to review video for the purposes of preparing a report at the discretion of management.
      (g) By an employee for the purposes of preparing for court testimony.
(h) By department instructors and students for the purposes of training. In no event shall the recording be used or shown for the purposes of ridiculing or embarrassing any employee. Any employee having an objection to the showing of a video recording for training purposes may submit a written objection to the CPO, or in their absence, the ACPO or their designee.

326.4 RETENTION

(a) All video recording shall be retained consistent with periods set forth by applicable statute or policy.

(b) All video recordings are the property of the San Mateo County Probation Department. To protect the rights of citizens and detained youth, the Department considers all video recordings as evidence, and therefore exempt from any public records act request. Dissemination of any video recordings is prohibited, except when authorized by the CPO, or in their absence the ACPO or their designee.

(c) The Department will notify all employees depicted in any video forty-eight (48) hours prior to releasing to the media.
**BSCC-STC courses facilitated by San Mateo County Probation:**

Effective Courtroom Testimony-SMC

Ground Defense

Emergency Lights Course

Handcuffing

Suicide Assessment and Prevention

Northern California Domestic Violence Roundtable

CAIS System Qualification Training

JAIS System Qualification Training

Baton

Basic Firearms: Range Training

CAIS/JAIS 1: 1 Coaching

Firearm Care and Maintenance

Firearms Qualifications

Basic Critical Incident Stress Management (CISM)

Arrest & Control Techniques for Armed Officers

Prison Rape Elimination Act

Evidence Based Practices: Making Data Work for You

Understanding the 8 Principles of EBP

Working With Offenders Through a Trauma Lens

CEW Certification Training (TASER)

CPR~Medic~First Aid
Compassion Fatigue
Use of Force: Weapons Retention
Mental Health First Aid
Officer Field Safety
CAIS/JAIS Plan Refresher
Chemical Agents (8 hour)
Chemical Agents Update (4 hour)
CAIS/JAIS System Power User Training
Radio Protocol Expanded Training
Defensive Tactics
Youth Room Removal Techniques
Unit Entry Techniques
LGBTQ Expanded
Use of Force: Firearms Scenario
Firearms- Basic Class
Child Sexual Abuse Training
Arrest & Control Techniques for Institution Officers
Firearms Recognition & Protocol
Static 99R Basic
ARREST & CONTROL TECHNIQUES FOR INSTITUTION OFFICERS:
The purpose of this 8-hour STC certified course is to enhance the skills of officers in the use of defensive tactic techniques and the laws and policies governing their use. Officers will be taught simple, yet effective, personal safety techniques & Safe therapeutic restraint & transport skills. Officers will be taught basic principles of personal safety strikes & grips, release techniques, basic blocking skills, moving the aggressive individual and handcuffing techniques.

ARREST & CONTROL TECHNIQUES FOR ARMED OFFICERS:
This course is designed for officers who carry a firearm during their duties and is designed to meet the Department requirement of 8 hours of Defensive Tactics a year. Techniques focus on maintaining distance from a threat and maintaining firearm security while engaged in a physical altercation with a subject.

DEFENSIVE TACTICS:
The purpose of this 8-hour STC certified course is to enhance the skills of probation officers in the use of defensive tactic techniques and the laws and policies governing their use. Officers will be taught simple, yet effective, personal safety techniques & Safe therapeutic restraint & transport skills. Officers will be taught basic principles of personal safety strikes & grips, release techniques, basic blocking skills, moving the aggressive individual and handcuffing techniques.

HANDCUFFING:
This course is designed to provide the officer with the technical knowledge as to the functioning of the standard handcuff to include its nomenclature, weakness, function and general application. This course utilizes handcuffing procedures to make the officer capable of conducting compliant arrests in a safe manner. To ensure the officer always has the subject under visual control as handcuffs are a temporary means of restraint. The Handcuffing Tactics training course is designed for public safety officers to reduce the potential of injury and liability risk when...
lawfully restraining and controlling an aggressive subject. The tactics and techniques in this training curriculum are for incidents where the public safety officer is lawful and justified in applying a restraining device (handcuffs) to a subject.

**GROUND DEFENSE:**

This is an 8-hour ground defense introduction course geared toward law enforcement personnel who may find themselves engaged in a physical altercation that ends up on the ground. The purpose of this course is to expand on the basic skills introduced in defensive tactics, and how to continue to defend should the altercation move to the ground. The techniques featured in this course are easy to apply and have been proven to work for all officers regardless of age, weight, or athletic ability.

**YOUTH REMOVAL TECHNIQUES:**

Students will be given proven strategies to increase their safety as well as the youth(s) safety in the performance of a Youth Room Removal. Students will understand when an extraction is justified, how to communicate to de-escalate the situation, planning a room removal, and the equipment needed to safely perform the removal. Team positions will be demonstrated as well as discussing after action requirements.

**UNIT ENTRY TECHNIQUES:**

This class is designed to standardize entry techniques, enhance professionalism, and reduce agency liability and injuries to staff, the agency, and the youth involved.
CHEMICAL AGENTS:

8-hour course: Completion of this training is required for SMCO probation officers authorized for possession/use of an aerosol chemical agent. It will focus on the deployment of OC spray, reintroduce the officer to the effects of OC spray, the use of force continuum, decontamination procedures, and the department's use of force policy.

4-hour course: This course will serve as an update/refresher for officers who have been trained in the use of aerosol chemical agents. It will focus on the deployment of OC spray, reintroduce the officer to the effects of OC spray, the use of force continuum, decontamination procedures, and the department's use of force policy.

CEW/TASER:

The purpose of this 16-hour course is to qualify the officer in the use, maintenance and legal/policy requirements and updates for Conducted Electrical Weapons (CEW's).

BATON:

This course is designed for officers who carry a firearm during their duties. Student will learn techniques to maximize the effectiveness of the expandable baton by emphasizing the importance of balance, direction angles and biomechanics while engages in a physical altercation with a subject.

Use of Force- Weapons Retention:

This course examines the issues a student needs to consider in preparing mentally and physically to disarm an assailant and retain their agency issued service piece while engaged in hand to hand combative situations.
**Emergency Lights Course:**
A 4-hour block of instruction designed to train Deputy Probation Officers in the proper use and function of the blue emergency lights that are fixed to Probation Department Vehicles.

**Officer Field Safety:**
The purpose of this 8-hour STC certified course is to introduce the students to the departments officer field safety protocol and procedures for them to safely conduct field work. Officer field safety skills are necessary for effective field work officer survival. The students will learn about field safety, how to prepare a field contact sheet and department policy. The class will include lecture and discussion and actual field experience.

**Firearms Qualifications:**
The purpose of this 4-hour STC certified courses is to enhance the trainee’s skills in the appropriate application/deployment of their authorized firearms. This course is designed to reinforce policy, procedure and guidelines for armed officers.

**Basic Firearms: Range Training:**
The purpose of this 8-hour STC course is to provide students with the fundamentals of firearms safety and demonstrate proficiency in basic marksmanship.

**Use of Force: Firearms Scenario:**
This course will introduce the students to the departments use of force options through scenario training. This course is designed to reinforce policy, procedure and guidelines for armed officers. Through application of reality-based scenarios, the students will determine the appropriate force that's needed to resolve the...
presented conflict/threat. Student's will articulate the reason(s) for the force option used through practical application.

**Firearms Recognition & Protocol:**
This course is a basic firearms familiarization class which will also cover Department policy, procedure and guidelines for dealing with firearms. The purpose of this 4-hour STC certified course is to introduce the students to the departments firearms policy and procedures in addition to firearms familiarization for them to safely handle a weapon. Firearms recognition and protocol is necessary for effective field work and officer survival. The student will learn about basic firearms safety and how to render them "'safe.'" The class will include lecture and discussion and actual hands-on firearms applications.

**LGBTQ EXPANDED:**
The LGBTQ+ Expanded training will identify the psychological, emotional and sociological differences between females and males; and promote understanding regarding how those differences affect working with the LGBTQ+ population. This training will provide information on the developmental differences between genders, the corresponding gender pronouns and understanding the coming out process. This training will help outline appropriate responses, interventions and support services to provide support and resources to the LGBTQ+ community. I will highlight topics being discussed in Society and the LGBTQ+ community including: California Bill AB1732 (Gender Neutral Bathrooms); California Bill SB 177 (non-binary on identification card); Sexual Orientation Gender and Identity information to better serve LGBTQ+ clients dealing with trauma.

**PREA:**
Course addresses the impact of staff misconduct, particularly sexual misconduct, on the profession and the individual. Legal ramifications will be discussed along with PREA (Rape Prevention Elimination Act), recognizing red flag behaviors in self
and others that may indicate risk of misconduct. This course will be offered to all personnel who interact with minors in custody.

**Radio Protocol Expanded Training:**

The purpose of this 4-hour STC certified course is to introduce the students to the department’s radio protocol and procedures for them to safely conduct field work. Radio skills are vital for effective field work and officer survival. The students will learn about radio theory, field safety, department policy and protocol, and basic radio skills. The class includes scenario training, using actual radios. Students will work in the classroom as a "field team" to practice radio skills and solve problems.

**CPR-Medic-First Aid:**

This course provides training Center through the Emergency Care & Safety Institute; Offered through a partnership between the American Academy of Orthopedic Surgeons; and the American College of Emergency Physicians; all certifications meet job related requirements as defined by regulatory authorities such as OSHA, JCAHO and California offices of EMS. Class will cover the techniques needed to save a life using CPR, First Aid and AED equipment while guarding against blood-borne pathogens.

**Working With Offenders Through A Trauma Lens:**

This course starts out with the assumption that a youth/adult on probation is a youth/adult that has experienced trauma, and the fact that they have “acted out” from that trauma is highly likely to be the reason for being there. Thus, participants will begin to understand the various ways trauma presents itself in the youth and adults we serve. The effects of non-violent and violent traumatic experiences in children and teens from losses such as terminal illness, divorce, gang violence, domestic violence will be explored. Participants will learn how to identify, normalize and stabilize traumatic reactions and attain the skill to avoid pitfalls of re-traumatization as well use practical interventions that will expand
the lens in which we perceive the offenders acting out behaviors into valuable opportunities that provide healing and growth. As professionals we have the ability to provide offenders with opportunities to address their un-healed trauma while concurrently helping them to develop the tools, they need to take responsibility for their actions and future decisions.

**Suicide Assessment and Prevention:**

The course will better prepare participants to recognize the risk factors and warning signs for suicide (including trauma history, mental illness, substance misuse) that may lead to an increased risk of suicide attempts. Education will be provided to help participants understand topics related to suicide and suicide prevention, including attitudes toward suicide and the effects of stigma, national suicide data, individual and community risk and protective factors, reducing access to lethal means, safe messaging, and the influence of electronic media. Participants will ultimately be more confident in their ability to intervene and connect a person at risk for suicide to resources.

**Effective Courtroom Testimony-SMC:**

The purpose of the training is to provide pragmatic suggestions concerning the information provided by Probation Officers in the probation reports provided to the court. A secondary purpose is to offer helpful hints regarding courtroom testimony. The final purpose is to review common legal jargon and terminology to further enable Probation Officers to better understand the courtroom proceedings.

**Northern California Domestic Violence Roundtable:**

Provide training specific to working with Domestic Violence Offenders as well as to create partnerships between neighboring counties to improve the quality of services provided to Probationers, survivors and their families. Discuss and create solutions regarding emerging trends and interests related to domestic violence, batterer intervention programs and Probation Department(s).
**CAIS System Qualification Training:**
This course is designed to teach the CAIS system to probation officers. Instruction will be provided on focused interviews, scoring the CAIS risk assessment, full assessment and reassessment following all requisite scoring rules. Also covered is the assessment report and the applicable supervision strategies.

**JAIS System Qualification Training:**
This course is designed to orient users to the Juvenile Assessment and Intervention System.

**Firearm Care and Maintenance:**
Proper care and maintenance of the department-issued firearm is vital for officer safety. In the event of a gunfight, an officer must have a well-functioning gun in order to survive. The purpose of this 4-hour STC certified course is to introduce the students to the Glock firearm; its parts, functions, and capabilities. The students will learn how to perform the safety check, field strip and reassemble the gun, clean the gun, and perform the function tests to ensure the gun is working properly.

**CAIS/JAIS 1:1 Coaching:**
These coaching sessions build on the JAIS or CAIS analysis and evaluation knowledge and coaching skills for Probation Supervision Managers, Directors, and Power Users.

**Basic Critical Incident Stress Management (CISM):**
The Basic Critical Incident Stress Management (CISM) is designed to help students acknowledge, define and identify critical incident stress in oneself and in one's co-workers in the response and probation profession. In addition, effective tools will be practiced to mitigate both individual stress and team stress in the aftermath of
a critical incident. Tools for survival both immediately and in the aftermath will be explored. Group Critical Incident Stress intervention techniques will be defined and practiced. This course is provided by Janet Childs through The Bill Wilson Center.

**Evidence Based Practices: Making Data Work for You:**

This class is designed to engage line staff, supervisors and managers with the key concepts behind data driven decision making. Staff will leave the course understanding their role in: 1) collecting data; 2) ensuring the quality of data that is collected; and 3) linking data to their goals. These steps will lead to a full understanding of the data that they produce and manage everyday with the goal of making it useful to them and the entire department.

**Understanding the 8 Principles of EBP:**

This class is designed to introduced staff, supervisors and managers to the underlying 8 Principles of Evidence Based Practices (EBP) that have been developed based on years of research. Probation departments that Incorporate the principles into their "Practice Model" or the way they do business, can expect to lower recidivism thereby creating safer communities. The course is interactive with their colleagues to integrate their newly acquired knowledge and create their own list of 8 principles.

**Compassion Fatigue:**

This highly interactive training is designed to address the self-care needs of those serving children, youth and adults facing and impacted by traumatic life events. Participants are encouraged to verbalize their understanding and connectedness to the multiple aspects of compassion fatigue. By taking a self-inventory, participants will see first-hand, the levels of stress they experience. The group will look at several tools and techniques to circumvent the most challenging aspects of compassion fatigue and to be able to regain a state of neuro-physiological (mind-body) regulation, recovery and resilience. Addressing stress in the
workplace has traditionally been seen as a distraction to the delivery of service. This training integrates physical techniques and strategies to Release/Rebound/Recharge on and off the work site without interrupting productivity. In fact, it increases effective performance. Management, Line and support staff are encouraged and prompted to understand their vulnerabilities, recognize early, their own and their colleagues warning signs of secondary and vicarious Trauma and mitigate the effects Management is provided with strategies to promote a more trauma informed work environment and support the maintenance of professional and personal wellbeing in valued staff. These approaches can be applied to unique work settings to strategize appropriate opportunities to incorporate self-care concurrent with work performance.

**Mental Health First Aid:**
Youth Mental Health First Aid (YMHFA) course is an 8-hour public education training program designed for any adult working with or assisting young people, ages 12-24. The course focuses on how to help a young person who may be experiencing a mental health challenge or crisis. Participants are introduced to the unique risk factors and warning signs of mental health problems in adolescents and learn the importance of early intervention as well as how to help a youth in a crisis or non-crisis situation who is experiencing a mental health or substance use challenge.

**CAIS/JAIS Plan Refresher:**
This is a 1 day refresher to the 24 hour system qualification training.

**CAIS/JAIS System Power User Training:**
This course is designed to develop power users for the JAIS/CAIS systems.
Firearms: Basic Class:

The purpose of this 8 hour STC course is to provide students with the basic fundamentals of firearms safety and demonstrate proficiency in basic marksmanship.

Child Sexual Abuse Training:

This course is designed to update all staff on San Mateo County child sexual abuse protocol, the dynamics of child and adolescent sexual abuse, awareness and identification of trauma responses within children who are incarcerated and a trauma informed response, within institutions. With that foundation, the second day will encompass a further investigation into the identification and screening for the Commercial Sexual Exploitation of Children (CSEC), and the San Mateo County approved CSE-IT tool.

Static 99R Basic:

The SARATSO (State Authorized Risk Assessment Tool for Sex Offenders) select risk assessment tools for the state of California. One of the instruments mandated for use is the Static 99R (adult males). Only persons who have received the official SARATSO training can legally administer this risk assessment tool. In this course, participants will learn how to score and interpret the STATIC-99R risk assessment scale with adult male sexual offenders. The STATIC-99R contains ten (10) items, which can be combined to give group estimates of the probability of sexual recidivism. The STATIC-99R is widely applicable and can be scored using easily retrieved demographic and criminal history information. This is a 12-hour course.
released per SB 978 on 1/1/21
Training Mission Statement

Consistent with the Department’s mission, the training program and learning process aspires to develop, enhance and perfect capabilities of its human resources, providing leadership through the mutual sharing of knowledge, skills and abilities in partnership with cooperating agencies.
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Cohort Model

What Is a Cohort Program

What is a cohort program? The birth of the cohort program came as educators and psychologists began to better understand how people learn. One of the key factors in learning is the impact of community—the people whom we learn with and from. Based on the importance of community in education, the cohort program came into being.

The Basis of a Cohort Program

The dictionary definition of cohort is “a group of people banded together or treated as a group.” That is a perfect way to define the “cohort program” in its educational context. A cohort program is “a group of people banded together or treated as a group” in a course of study. A simple way to view a cohort program is as a group of course mates.

The Benefits of a Cohort Program

Cohort programs have a wide array of benefits. After all, cohort programs were developed in response to some basic facts about human nature and learning—i.e. people learn better in groups. Thus, the underlying benefit of a cohort program is the fact that people learn better as they study as part of a group—a cohort. Cohort programs provide an active, interactive, and dynamic setting for students to grow their knowledge and skills. Rather than the professor-teaching-student model of traditional learning, cohort programs bring students together to build community, foster creativity, build leadership skills, and encourage greater progress.

The Progress of the Cohort Model

It gets complicated, and it’s absurd to think that any two participants would follow exactly the same schedule of courses—attending every single course at the same time and place as another participant—especially for the duration of their employment. However, the cohort model argues that this is a more beneficial form of learning—the togetherness model. As participants study together, they develop relationships—a form of learning, which transcends course material, and morphs into life skill training. In this way, cohort programs more accurately train, solidify and enhance participants in on-the-job skills.
This department’s commitment to provide the best available training is based upon our community’s expectation that we be consistent and highly professional in our day-to-day practices. To this end, in addition to scheduling State mandated classes (i.e., CPR, blood-pathogens, self-defense), we will again be identifying mandatory and voluntary training courses for each Division. It is very important that staff make every effort to fully participate in their training schedules (unless emergencies occur) as courses are limited in their offering.

Training Requirements – Sworn

Sworn staff are required to meet mandated training requirements each year, i.e. 40/24 hours of training. STC certified classes are our “staple” courses and are continually certified classes that everyone needs, i.e. defensive tactics, CPR, blood-pathogens, etc.

Work related education (WRE) hours are given to a maximum of 20/12 hours per year for one-time only classes – special courses, seminars, or workshops – specific to certain functionality. This combination of STC certified, WRE, Intensive Format and Special Certification hours satisfies the training requirements of the Board and State of Community Corrections (BSCC).
Training Requirements – Professional Staff

The County initiated a 20-Hour Training Policy to further develop and promote a highly skilled workforce that values continuous learning and skill development. As such, all regular, permanent, provisional and term County employees are expected to attend a minimum of 20 hours of training annually. Additionally, as part of these 20 hours Supervisors/Managers are required to take a minimum of 8 hours of supervisory training.

Managers and supervisors need to encourage and support attendance at training and development programs and activities. The County’s Training Policy promotes and fosters individual and organizational effectiveness.

- **On-the-job training**: Training that you received during the first few weeks of employment and/or new position.
- **Division/Unit in-services**: On-the-job in-services, presentations, retreats, etc., where new workflows, practices, procedures were taught and/or demonstrated.
- **Special projects/assignments**: Training that you received as a result of additional duties/opportunities.
- **Department-specific trainings**.
- **Profession/career-specific training**: Academic coursework, continuing education units (CEUs), re-certifications, workshops, seminars, conferences, informational brown bag lunches, professional association meetings, etc...

To complete the training hours with learning activities that are not already recorded in LMS you will need to manually add external training (training not created/entered in the LMS) into LMS for hours to be captured.

**Complete the External Training Form**
1. Login to the LMS My Career Development Site
2. Under the Learning tab, click “View Your Transcript.”
3. Click on "Add External Training."
4. Complete all fields, including:
   a. Title
   b. Training Description
   c. Institution
   d. Training Dates
   e. Schedule
   f. Program Cost
   g. Credits Earned
   h. Training Hours (total time excluding breaks)
5. Click "Submit."

**WHAT TYPES OF TRAINING MAY BE APPLIED TOWARD THE 20-HOUR TRAINING POLICY?**

**Adding External training**

released per SB 978 on 1/1/21
Upon completion of the External Training Form, the training will appear as “Registered” on your LMS transcript.

**User marks the training complete**
Once the training date has passed, you will be given the option to mark the training as completed. You should provide your manager with documentation indicating the training was completed. Click on “Mark Complete” to indicate you have finished the training.

The training will now appear as “Pending Completion Approval.” A request will be sent to your manager requesting that s/he verify your completion of the external training.

**Manager approves, denies or defers the request**
Once you submit the completion request, your manager will receive an email notification and will find the request in his/her training approval request queue, found on the LMS home page. After reviewing the training information, the manager can choose to approve, deny or defer the request.

The manager is responsible for reviewing the request prior to approving it, and ensure that documentation has been provided demonstrating the class was in fact completed.

The training will now appear as completed on the user’s transcript, under the “Completed” tab.
Frequently Asked Questions (FAQs)

The Standards and Training for Corrections (STC) Division works in collaboration with state and local corrections and public/private training providers in developing and administering programs designed to ensure the competency of state and local corrections professionals.

The agency as a provider can use the WRE when all or part of the education or development opportunities relate to the job being performed in the participating agency. WRE hours are given to a maximum of 20 DPO/12 GS hours per year for one-time only classes – special courses, seminars, or workshops – specific to certain functionality.

Yes, if you are working for more than ½ year the you are required to complete all of the training for that training year.

Each full participation eligible staff member shall complete annual training, during any year he/she is not participating in a CORE course. Please keep in mind that this is the minimal standard:

- Probation Officer (DPO) - 40 hours.
- Group Supervisor (GS) - 24 hours.
- Probation supervisor (ISM/PSM) - 40 hours.
- Manager (Director) - 40 hours.
- Administrator (Deputy Chief/Assistant Chief/Chief) - 40 hours

The Annual Training requirements renew each July 1st and commence on June 30th of the following year.
Enrollment Process

Staff are enrolled in courses with their assigned Cohort each June for the subsequent fiscal year. Once notified by the Training Unit that the Cohorts are available to be viewed, log on to LMS to view your assignments. A “reminder notice” is generated from the LMS system 7-days prior to the course.

Outside Training Requests

Training staff will request certification of other courses for Work Related Education (WRE), Special Certification or Intensive Format credit if provided with the required information, which includes (see Request for training form):

- Request from the training unit 30 days in advance of the course
- CSM approval is required for attendance
- Course curriculum, including recommended outcomes
- Location (registration & travel costs)
- Written evaluation following course completion (WRE Form)

Please contact the Training Unit if you have questions or need assistance.

Monitoring Staff Training

PSMs/ISMs will monitor DPO/GS compliance with their training plans, including attendance at scheduled training classes. Supervisors who approve cancellation or rescheduling of a class will do so using the Learning Management System (LMS) 72 hours prior to the course date.

Year-End Emergencies

Inevitably, there are staff that are short of hours at the end of the fiscal year. These staff should consult with their supervisors, view the Department on-line training calendar and consult with Training Unit staff regarding local STC approved trainings, or those in near-by counties, to select a training that is job relevant. Once a suitable class has been identified the staff member will call and verify space availability and then self-register. It is the responsibility of the staff member to forward the name of class, certification number, and date of class to the Training Unit. The Training Unit will then obtain an attendance roster to provide the individual with STC credit.
Training Related Travel

For full policy refer to: Policy C-10, Travel and Per Diem Expense Policy (Revised May 18, 2016)

Training that may incur overnight travel funded by County monies must be formally approved in advance through the Command Staff Approval process. If an employee needs to attend a State-funded STC training or conference beginning at 8am outside the 45-mile radius of the County, the employee can request overnight lodging for the night before the event.

All staff who do training related travel are required to use the County approved travel company CONCUR (see Training Unit for details).

- Actual and necessary expenses for lodging outside San Mateo County will be reimbursed. As a general rule, lodging will not be reimbursed within a 45-mile radius of San Mateo County.
- Moderately-priced hotels or motels are to be used for overnight stays that do not involve a conference. When a conference is being attended, the hotel/motel designated for that purpose should be used if the GSA rates are available at that establishment. All efforts should be made to secure a government rate, if available for all hotel stays regardless of the event. The General Services Administration (GSA) has published the maximum lodging rates (excluding taxes and fees) and the Meals and Incidental Expenses (M&IE) maximum rate. This publication is known as "CONUS" and is published on the Internet. The County Manager's Office has sanctioned the use of these maximum rates.
- Many jurisdictions exempt local government employees from paying transient occupancy taxes for hotel stays when they are traveling on business. This can be 10-12% of the room rate. Make sure to bring the Transient Occupancy Form and present it to the front desk when checking into the hotel to claim for exemption from transient occupancy tax at the hotel.
- The Training Unit will secure advance payment for hotel expenses. Employees should contact the Training Unit for details.

Overnight Requirement: Reimbursements will only be provided for meals incurred for self during business travel when all of the following criteria are satisfied:

1. The meal was purchased outside of the County
2. The cost of the meal was reasonable and not excessive
3. The travel required an overnight stay and the department approves the overnight stay
These restrictions are limited to meals incurred for self as a result of travel away from the home area and do not limit reimbursement for the actual costs of expenses reasonably incurred in the performance of official duties, such as business related meals outside the County.) However, business related meals require Department Head approval (Refer to County Administrative Memo B-16).

Incidental out of pocket expenses for baggage transfer, tips for hotel staff, car storage, and other usual and customary needs are reimbursable for actual cost up to the GSA per diem limit (currently at $5 per day).
Training Related Expenses

STC Training and conference attendance shall be made on the County-approved Mileage & Expense Form directed through your supervisor or administrator and then through the Training Unit before submission to Fiscal Services. Submit STC reimbursement requests on the County-approved Mileage & Expense Form. Under location put the city name and under purpose identity the training, e.g., "National Drug Court Conference."

All employees are encouraged to use the department maintained vehicle fleet that is available at all locations for the purpose of reducing costs associated with employee mileage reimbursement.

When personal vehicles are used to perform County business, the following actual and necessary expenses are reimbursable:

1. Reimbursements of motor vehicle costs (includes fuel, maintenance, repairs, insurance and depreciation) is based on the rate per mile established by County Ordinance.
2. Actual costs for parking and tolls. Receipts are required.
3. On meetings and conferences, mileage cost shall not be more than the cost of common carrier services where the distance required to be traveled is 200 miles or more (one way). For such events, the reimbursement for travel shall not exceed the cost of air travel regardless of the mode of transportation used. An exception to this requirement is made for business trips with multiple stops involved (for example, general placement home visits).
4. Pursuant to San Mateo County's Driving Policy & Safe Drive Program,

Section VI, Subsection G, Mileage Reimbursement Policy:

Except-where-indicated below-the County does not reimburse employees –for home to work and work to home travel. Any disputes concerning the interpretation or application of the mileage reimbursement policy shall be referred to the Human Resources Director whose decision shall be final.

Definition of Regular Work Location: The County facility (ies) or designated area(s) within the County where an employee reports when commencing his/her regularly assigned functions. An employee is entitled to mileage reimbursement under the following conditions:

- Once an employee arrives at his/her regular work location, any subsequent work related travels in the employee's own vehicle shall be eligible for mileage reimbursement. 
• An employee who is required to travel from his/her residence to a location other than his/her regular work location shall be entitled to mileage reimbursement for all miles traveled less the normal mileage to or from his/her regular work location."

• An employee who is required to engage in any work related travel at the conclusion of which the employee's work day will be completed shall be entitled to mileage reimbursement for all miles traveled less the normal mileage from the regular work location to his/her residence." 

• In certain instances, volunteers may be entitled to mileage reimbursement when preauthorized by their Deputy Chief (see Appendix B).

• Juvenile Justice and Delinquency Prevention Commission members and staff may receive mileage and expense reimbursement for meeting attendance and official duties, pursuant to County Ordinance Code Section 2612.

• Other special duty or travel circumstances may provide for reimbursement allowances which may differ or be in addition to those set forth in this general policy (for example, when travel involves the official transportation of court wards). Employees should consult their Procedure Manuals or check with their supervisor when assigned to such activities.

Required receipts shall be attached to all Mileage & Expense Form. Claims must be fully completed, with all appropriate employee identification, Pony number and odometer readings. Amounts should be totaled across and down. Claims must be signed by the Supervisor and, if STC training is applicable, by the Training Unit. A detailed itemized receipt showing the meal order is required to prove that there are no alcoholic beverages included in the claim as alcoholic beverages are not reimbursable expenses, although tips can be included if the cost does not exceed the maximum per diem amount as outlined in the GSA guidelines.

Make sure you turn in both itemized receipt of your meal(s) as well as your credit card receipt/hotel room service charge for food. Tape all the itemized receipts in chronological order on letter sized paper. Note: 1) Mileage & Expense Form for time periods where more than 90 days has elapsed from the 1st day of event; and 2) Missing or No Receipts Approval Form for actual costs incurred must be approved by the Chief Probation Officer. However, actual cost(s) with no receipt(s) can only be reimbursed up to $24.99 per receipt or meal period.
For those employees who have dietary restrictions, it is permissible to buy groceries to last for the time period of the conference, meeting or training. In that case, the grocery bill would need to be segregated by breakfast, lunch and dinner, ensuring that the receipt does not go over the set maximum per diem amount.

Payment of expense claims generally takes approximately two to three weeks. This may vary depending on various circumstances outside the Department's direct control. Inquiries regarding payment of claims should be directed to Fiscal Services.
Course Descriptions

This course will focus on new and current laws affecting adults in corrections. Topics covered include new legislation, interpretations of laws, responsibilities, implication when putting laws into practice, problem resolution. Case law will be covered with up-to-date changes in the laws affecting the field.

This course was designed specifically to give a basic, intermediate, and advance understanding on the background, cultural diversity, and a foundation on how Asian Organized Crime and Asian Gangs operate. This course will also give an overall prospective on different Criminal Organizations and how they have evolved and changed through time. This course will also discuss and help you identify the characteristics of Asian gang members, specifically their ethnicity (Chinese, Chinese-Vietnamese, Vietnamese, Filipino, Koreans, and Cambodian), tattoos, monikers, and crime trends. The class will also discuss the socializing and networking of Asian gang members and criminal organizations, where they congregate (night clubs, massage parlors, hostess bars, prostitution houses, casinos, and restaurants). This class will also focus on the enforcement aspect and how to make an impact on these establishments.

The purpose of this 8 hour STC course is to provide students with the basic fundamentals of firearms safety and demonstrate proficiency in basic marksmanship.

These coaching sessions build on the JAIS or CAIS analysis and evaluation knowledge and coaching skills for Probation Supervision Managers, Directors, and Power Users.

This is a 1 day refresher to the 24 hour system qualification training. This course will serve as an update/refresher for officers who have been trained in the use of aerosol chemical agents. It will focus on the deployment of OC spray, reintroduce the officer to the effects of OC spray, the use of force continuum, decontamination procedures, and the department’s use of force policy.

This course is designed to address the specific issues and concerns of Law Enforcement professionals with regard to mandated reporting requirements.

This course provides training through a partnership with American Red Cross. All certifications meet job related requirements as defined by regulatory
authorities such as OSHA, JCAHO and California offices of EMS. Course will cover the techniques needed to save a life using CPR, First Aid and AED equipment while guarding against blood-borne pathogens.

This course is designed to provide practical hands on training in Use of Force techniques and their proper application in accordance with Department policy.

The purpose of this course is to enhance the trainee’s skills in the appropriate application/deployment of their authorized firearms. This course is designed to reinforce policy, procedure and guidelines for armed officers.

This is an annual training course designed for Field Officers that may come in contact with firearms. It will focus on the Firearms Policy in accordance with Laws of Arrest as specified in PC832. The breath, scope and limitations of the firearms policy will be discussed. The course will familiarize field staff with the safety precautions necessary to reduce the risk of injury and death while taking possession of, caring for, cleaning and/or storing a firearm and satisfies POST standards in accordance with PC832.

The purpose of this 20 hour STC course is to introduce the students to the department's use of force options through scenario training. This course is designed to reinforce policy, procedure and guidelines for armed officers.

In any kind of street combat, fighting on the ground for an extended period can put you in a world of hurt. Although grappling has proved its effectiveness in controlled environments such as the dojo and the cage, it’s very different on the street—for several reasons. First, you can grapple with only one person at a time, which means you commit yourself to a single threat, exposing the officer to any additional threats that may exist.

This course is designed to provide the officer with the technical knowledge as to the functioning of the standard handcuff to include its nomenclature, weakness, function and general application. This course utilizes handcuffing procedures to make the officer capable of conducting compliant arrests in a safe manner. To ensure the officer has the subject under visual control at all times as handcuffs are a temporary means of restraint.
This course will focus on new and current laws affecting juveniles in corrections. Topics covered include new legislation, interpretations of laws, responsibilities, implication when putting laws into practice, problem resolution. Case law will be covered with up-to-date changes in the laws affecting the field.

The LGBTQ+ Expanded training will identify the psychological, emotional and sociological differences between females and males; and promote understanding regarding how those differences affect working with the LGBTQ+ population. This training will provide information on the developmental differences between genders, the corresponding gender pronouns and understanding the coming out process. This training will help outline appropriate responses, interventions and support services to provide support and resources to the LGBTQ+ community. I will highlight topics being discussed in Society and the LGBTQ+ community including: California Bill AB1732 (Gender Neutral Bathrooms); California Bill SB 177 (non-binary on identification card); Sexual Orientation Gender and Identity information to better serve LGBTQ+ clients dealing with trauma.

Mental Health First Aid (MHFA) course is an 8-hour public education training program designed for working with people. This course focuses on how people who may be experiencing a mental health challenge or crisis. Participants are introduced to the unique risk factors and warning signs of mental health problems in adolescents and learn the importance of early intervention as well as how to help an individual in crisis or non-crisis situation who is experiencing a mental health or substance use challenge.

Motivational Interviewing is an Evidence-Based Practice in Corrections that highlights the important role that agents have in offender outcome. The primary goal in using Motivational Interviewing is to lower recidivism rates among offenders. This 8-hour course is focused on ensuring that management has a clear and uniform understanding of agency-wide implementation of Motivational Interviewing.

Motivational Interviewing is an Evidence-Based Practice in Corrections that highlights the important role that agents have in offender outcome. The primary goal in using Motivational Interviewing is to lower recidivism rates among offenders. This 8-hour course is designed to give participants a clear and universal understanding of Motivational Interviewing as an evidence-based practice used specifically to reduce offender resistance and to strengthen commitments to change. Resistance is discussed and explored as a natural part of the process of change. The spirit, principles and fundamental skills of MI are taught and applied to scenarios specific to the work functions that participants execute on a daily
basis. Participants have multiple opportunities to rehearse the skills in small group activities.

Motivational Interviewing is an Evidence-Based Practice in Corrections that highlights the important role that agents have in offender outcome. The primary goal in using Motivational Interviewing is to lower recidivism rates. This 4-hour course is designed to enhance skills taught in the Intro to MI course. An overview of the spirit, principles and skills is given and built upon by teaching more advanced and strategic responses to resistance and strategies to strengthen commitments made to change. Participants are able to apply these skills to scenarios specific to their job duties in small group activities.

This course was designed specifically to give a basic, intermediate, and advance understanding on how to testify in court. The class is designed to teach and show L.E personnel the proper way to provide testimony during a preliminary hearing, jury trial, and during a court proceeding. This class will also focus on pre-trial court preparation, demeanor of witness testifying, court appearance, how to answer questions, evidence preparation, voir dire (expert’s opinion), prosecution & defense tactics in the court room, court jargon, and direct and cross examination of witnesses and victims.

This highly interactive training is designed to address the self-care needs of those serving children, youth and adults facing and impacted by traumatic life events. Participants are encouraged to verbalize their understanding and connectedness to the multiple aspects of compassion fatigue. By taking a self-inventory, participants will see first-hand, the levels of stress they experience. The group will look at several tools and techniques to circumvent the most challenging aspects of compassion fatigue and to be able to regain a state of neuro-physiological (mind-body) regulation, recovery and resilience. Addressing stress in the workplace has traditionally been seem as a distraction to the delivery of service. This training integrates physical techniques and strategies to Release/ Rebound/Recharge on and off the work site without interrupting productivity. In fact, it increases effective performance. Management, Line and support staff are encouraged and prompted to understand their vulnerabilities, recognize early, their own and their colleagues warning signs of secondary and vicarious Trauma and mitigate the effects. Management is provided with strategies to promote a more trauma informed work environment and support the maintenance of professional and personal wellbeing in valued staff. These approaches can be applied to unique work settings to strategize appropriate opportunities to incorporate self-care concurrent with work performance.
Being separated from loved ones and being torn from home and everything familiar is devastating for children and youth. The resulting experiences of loss and grief are profound and lasting. Because children have no choices in this experience, the impact for them is more severe than that for the adults in similar events. The training is designed to increase understanding, awareness and strategies for caretakers and providers who will help the child process, cope and eventually integrate the overwhelming and persistent feelings they are struggling with. We have incorporated experiential exercises to build empathy and sensitivity in care providers.

The pursuit of grief forever shapes the internal working model and resultant behaviors for the child. The training also addresses the grief that surfaces for us as we help the youth along this painful journey.

This course will be to help probation staff, supervisors and management to become aware of their own unconscious and implicit biases and how these biases impact the way they interact with each other as well as with probation clients (and their family) and the wider community (including interfacing with other agencies.) The second purpose will be to create strategies and practices within the departmental daily culture that will reduce opportunity for ongoing unconscious and implicit biases. Lastly, this course will be to actively eliminate workplace biases and officer to offender biases. The instructor will facilitate targeted interventions and exercises aimed at altering perception, attitudes and actions of participants.

The purpose of this 8-hour STC certified course is to introduce the students to the departments’ officer field safety protocol and procedures in order for them to safely conduct field work. Officer field safety skills are necessary for effective field work officer survival. The students will learn about field safety, how to prepare a field contact sheet and department policy. The class will include lecture and discussion and actual field experience.

The course addresses the impact of staff misconduct, particularly sexual misconduct on the profession and the individual. Legal ramifications are discussed, along with PREA (The Prison Rape Elimination Act), recognizing red flag behaviors in self and others that may indicate risk of misconduct. Course is based on the recommendations of the National Institute of Corrections and American Probation and Parole Association.

The purpose of the training is to provide pragmatic suggestions concerning the information provided by Probation Officers in the probation reports provided to the court. A secondary purpose is to offer helpful hints regarding courtroom testimony. The final purpose is to review common legal jargon and terminology to further enable Probation Officers to better understand the courtroom proceedings.
The purpose of this 4-hour STC certified course is to introduce the students to the department's radio protocol and procedures in order for them to safely conduct field work. Radio skills are vital for effective field work and officer survival. The students will learn about radio theory, field safety, department policy and protocol, and basic radio skills. The class includes scenario training, using actual radios. Students will work in the classroom as a "field team" to practice radio skills and solve problems.

As we prepare for the next generation of leaders, administrators, directors, and department chairs must focus on developing exceptional leadership skills. This highly interactive seminar uses personality temperament as the foundation for understanding leadership styles. People are intrinsically different. They strive to achieve a sense of self-worth from very different perspectives. Identification with these differences can be accomplished through the use of metaphors using colors. Color has been used to shape and describe our lives, our habits, our values, and our feelings throughout the ages. Research into physiological effects of color has shown that it truly has an impact on our lives, often in unconscious and mysterious ways. Color can relieve tension and stress. Participants will discover their personality spectrum through a series of visual and kinesthetic card and word sorting. Then, a thorough exploration of joys, values, needs, and strengths is undertaken. Upon discovering their personality spectrum through the aura of colors, participants will review leadership styles and how they relate to particular personality and temperament. Participants will gain a great insight into various leadership styles such as Theory X, Theory Y, autocratic, bureaucratic, democratic, participatory, laissez-faire, dictator, delegator, or consultator. What leadership is, along with specific keys to successful leadership, will serve as the catalyst for improving leadership skills and create a high-performing culture.

This course is designed to provide officers tools to safely navigate confined spaces ensuring in-custody control. In teams, officers will work to deescalate youth and transport them to safety to minimize harm to self, staff and others. This course emphasizes communication, team dynamics and officer safety.

This training system is engineered for safety and realism. Students will have the opportunity to use non-lethal Simunitions firearms and ammunition that will create a realistic training environment during role playing scenarios.
The purpose of this course is to qualify the officer in the use, maintenance and legal/policy requirements and updates for Conducted Electrical Weapons (CEW's).

This course examines the issues a student needs to consider in preparing mentally and physically to disarm an assailant and retain their agency issued service piece while engaged in hand to hand combative situations.

This course starts out with the assumption that a youth/adult on probation is a youth/adult that has experienced trauma, and the fact that they have “acted out” from that trauma is highly likely to be the reason for being there. Thus, participants will begin to understand the various ways trauma presents itself in the youth and adults we serve. The effects of non-violent and violent traumatic experiences in children and teens from losses such as terminal illness, divorce, gang violence, domestic violence will be explored. Participants will learn how to identify, normalize and stabilize traumatic reactions and attain the skill to avoid pitfalls of re-traumatization as well use practical interventions that will expand the lens in which we perceive the offenders acting out behaviors into valuable opportunities that provide healing and growth. As professionals we have the ability to provide offenders with opportunities to address their unhealed trauma while concurrently helping them to develop the tools they need to take responsibility for their actions and future decisions.
18/19 Essential Courses by Service Area

**ARMED**
- Courses included in Adult, Juvenile divisional cohorts.
- CEW (Taser)
- Chemical Agents
- Defensive Tactics
- Ground Defense
- Quarterly Qualifications
- Range Training
- Simmunitions
- Weapon Retention

**ADULT/JUVENILE**
- Compassion Fatigue
- Law update
- Implicit Bias
- Courtroom Etiquette
- Testifying in Court
- Defensive Tactics
- Motivational Interviewing

**INSTITUTIONS**
- Aegis
- Compassion Fatigue
- Defensive Tactics
- Ground Defense
- Handcuffing
- Verbal De-Escalation
- Trauma Informed Care
- Safety Response Team Training

**SUPERVISORS**
- Motivational Interviewing – For Supervisors
- Courses included in Adult, Juvenile or Institution divisional cohorts
- Other related county courses as deemed appropriate.