

# Reporting of Incidents and Other Information

## 957.1 PURPOSE AND SCOPE

### Agency Content

The purpose is to establish and implement written policy and procedures regarding the reporting of incidents and the preparation of reports. This policy applies to all juvenile facility staff.

## 957.2 AUTHORITY AND REFERENCES

### Agency Content

- Board of State and Community Corrections Title 15 § 1362;
- Juvenile Facility Services Policies: Confidentiality and Release of Information; & Storage/Destruction of Files, Logs, Reports and Records;

## 957.3 POLICY

### Agency Content

Staff shall document incidents, and other pertinent information, submitting reports in a timely manner. Pertinent information shall be documented and maintained in the youth's detention contacts, facility files, unit logs, and duty logs.

## 957.4 INCIDENT REPORTS

### Agency Content

Incident reports are legal documents. All incident reports shall be completed in the standardized department format in the client management system.

### 957.4.1 REPORTING REQUIREMENTS

#### Agency Content

Situations which require incident reports may include, but are not limited to, the following: any use of force; an [REDACTED] radio call; fighting; physical harm or death of a staff, youth or others; suicide attempt; escapes or attempted escapes; serious threat of physical harm to self or others; any injury sustained by a youth resulting from sports activities, performing an unsafe act, horseplay, etc.; any unusual occurrence (e.g., bomb threats, issues or problems with a parent or legal guardian during visiting, discovery of drugs, contraband, and/or weapons on juvenile facility grounds, etc.); any act that could result in the filing of criminal charges (e.g., assaults on other youth or staff, vandalism of county property, possession of drugs or related contraband, possession of weapon, theft of personal or county property, etc.).

The incident report shall convey to the reader a complete description of the events that transpired in chronological order. Reports shall answer the "Who," "What," "When," "Where," and "How" of the incident. If the "Why" is determined or known, this should also be included. The incident report shall contain enough information so the reader will have a good understanding of what occurred. Other individuals with a legal right to access this information, such as deputy probation officers, judicial personnel, behavioral health staff, etc., may need to refer to these reports. The reports

# Riverside County Probation Department

## Policy Manual

### *Reporting of Incidents and Other Information*

---

shall be legible, grammatically correct, accurate, professionally written and easily understood by the reader. Slang and/or in-house terminology shall not be used unless it is directly quoted.

Staff shall articulate if the proper policy and procedure pertaining to the incident was followed. In any situation, only department-approved techniques, as trained, shall be utilized. If there is any deviation from department-approved techniques, this shall be explained. Staff shall discuss which department-approved restraint techniques were utilized and thoroughly describe the steps of how the techniques were performed.

If Oleoresin Capsicum (OC) spray was used, staff shall describe whether or not proper deployment and decontamination procedures were followed, such as if the youth was given a warning to stop their behavior prior to the OC spray deployment. If no warning was given, this shall also be explained.

In the event that restraints were used (handcuffs, leg restraints, etc.), use of force was necessary and/or OC spray was deployed; staff shall include the following information in their incident report: the time the incident began, the time the emergency code call was made, the time the incident ended, the time the on-site health care staff was notified, the time the on-site health care staff responded to examine the youth, an indication that a behavioral health referral was made, a description of who applied/removed the restraints, and the times that restraints were applied and removed from the youth, an indication that staff checked for tightness while applying the restraints, and an indication that staff double-locked the restraint device.

#### 957.4.2 SUBMITTAL PROCESS

##### Agency Content

Staff shall complete an incident report immediately after the incident and shall submit it to the duty officer (DO)/supervising probation officer (SPO) for review prior to the end of their shift, unless additional time is necessary and authorized by the facility manager(s) or designee. The DO/SPO shall not release staff at the end of their shift until their incident reports have been thoroughly reviewed and clarification has been provided, unless additional time has been authorized by the facility manager(s) or DO/SPO as their designee. If necessary, the DO/SPO can have another SPO or senior probation corrections officer (SPCO) temporarily assume their duties in order to thoroughly review each incident report. The DO/SPO shall complete the duty officer's comment section of the incident report incorporating all comments concerning his/her findings regarding the above.

#### 957.5 DETENTION CONTACTS

##### Agency Content

Detention contacts, individual files, or case notes are legal documents and shall be maintained at each juvenile facility. They contain information about an individual youth's behavior based on observations from staff. Staff are responsible for making entries each shift and keeping them current. The client management system shall be utilized, when appropriate, to record information of this nature. Information documented in the youth's detention contacts shall include, but is not limited to, the following:

# Riverside County Probation Department

## Policy Manual

### *Reporting of Incidents and Other Information*

---

- (a) Positive behavior, including the youth's status in the unit, peer and staff interactions, and compliance with staff directive and juvenile facility rules;
- (b) Behavioral issues and problems, including the types of behavior observed, juvenile facility rules violated, and that the behavior issues were addressed during the shift;
- (c) Any disciplinary actions or consequences;
- (d) If the youth has been referred to behavioral health or to the multidisciplinary treatment team;
- (e) All requests for immediate behavioral health services and intervention;
- (f) All visits by the behavioral health therapist/clinician;
- (g) Any problems with school (i.e. behavior, school removals, suspensions);
- (h) All counseling efforts made by staff regarding any behavior issues;
- (i) All visits from parents/legal guardians and any special visits;
- (j) Any incident the youth was involved in requiring an incident report (staff should reference the incident report number);
- (k) All medical/dental service referrals and any special medical needs, special diets, etc.;
- (l) Any special court orders such as special visits, telephone calls, etc.;
- (m) Court dispositions;
- (n) Any outings, furloughs, and group entries for incentives;
- (o) Any other information pertinent to the youth's behavioral adjustment while being detained; and,
- (p) All grievances submitted and their resolutions. Refer to JFS policy Grievance Procedure.

### **957.6 UNIT/FACILITY LOGS**

#### **Agency Content**

Unit or facility logs are legal documents and shall be maintained and reviewed by all staff each shift. Unit logs shall be completed chronologically, documenting the events that occur during the shift when they occurred. Information documented in unit or facility logs shall include, but is not limited to, the following:

- (a) An entry at the beginning of each shift identifying the staff members on duty, the information shared during a shift exchange and the unit population count;
- (b) All programming events scheduled for the shift, including the times that programming events started and finished;
- (c) Youth not participating in programming events and the reasons for their non-participation;
- (d) Medical information, including the time(s) that medication dispensing was conducted, the time(s) that on-site health care staff was notified regarding youth with injuries or

# Riverside County Probation Department

## Policy Manual

### *Reporting of Incidents and Other Information*

---

- illnesses, and the time(s) that on-site health care staff arrived on the unit and examined the youth;
- (e) Behavior health information, including the time(s) that a behavioral health referral was completed or behavioral health services were requested and the time(s) that a therapist/clinician responded to the unit to see the youth;
  - (f) All emergency codes or [REDACTED] calls and the names of all youth involved in the incident;
  - (g) School information, including the time(s) that youth started and finished school, the names of youth who were removed from school and the reason for their removal. Documentation shall indicate whether the youth was allowed educational services and or special educational services on the unit;
  - (h) Meal movements;
  - (i) Entries and releases to the unit;
  - (j) Any safety and security concerns or issues;
  - (k) Observation of any youth's inappropriate behavior during the shift and any consequence (also needs to be noted in the youth's detention contacts);
  - (l) General statement concerning overall behavior of all youth in the unit;
  - (m) Any facility maintenance issues and if/when maintenance services were requested;
  - (n) Youth who left the unit for court appearances, noting the times they left and returned;
  - (o) Youth who received visits and by whom;
  - (p) Youth who left the unit for medical appointments, noting the times they left and returned;
  - (q) Unit housekeeping issues such as unit cleanup, linen and bedding exchange, etc.;
  - (r) Participation in earthquake/fire emergency drills;
  - (s) Shift summary; and,
  - (t) Any other information that is pertinent to the operation of the unit.

## **957.7 LEGAL DOCUMENTS**

### **Agency Content**

All incident reports, log entries and other documents used by the department are probation records and are, in fact, court records that are subject to judicial review. They are legal documents and are confidential. All staff responsible for preparing such documents and logging entries shall adhere to a high standard of literary professionalism and will provide only necessary and accurate information pertinent to the legal business activities of the department.

### **957.7.1 STORAGE**

#### **Agency Content**

# Riverside County Probation Department

## Policy Manual

### *Reporting of Incidents and Other Information*

---

Refer to Juvenile Facility Services Policy: Storage/Destruction of Files, Logs, Reports and Records for information regarding the amount of time the aforementioned documents must be stored prior to their destruction.

#### 957.7.2 CONFIDENTIALITY

##### **Agency Content**

Refer to Juvenile Facility Services Policy: Confidentiality and Release of Information for information regarding youth confidentiality and release of information guidelines.

Date last reviewed: 01/12/2024

Date(s) revised: 01/12/2024; 09/19/2019; 07/18/2016; 03/07/2016; 06/08/2010; and 02/22/2009

Created: 03/01/2000

Attachments: None