

Chapter One: Facility Management

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FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.01
Subject: BACKGROUND SCREENING		
Purpose:	To ensure that all Department employees, contracted providers and grant recipient employees, volunteers, mentors and interns with access to youth will undergo a criminal history background screening prior to hiring or utilizing the services of a volunteer, mentor or intern.	
	<p>The following forms are required for screenings:</p> <ul style="list-style-type: none">• IG/BSU-001 Request for Livescan Background Screening;• IG/BSU-003 Criminal History Acknowledgement and Prison Rape Elimination Act (PREA);• A legible copy of driver's license;• A legible copy of social security card; and• Fingerprint card <p>All required documentation is forwarded to the Background Screening Unit (BSU) at DJJ Headquarters for new employee hires or potential volunteers. Once the screening paperwork has been rated for eligibility, the results will be mailed back to the facility. (A Request For Authorization To Hire/Promote must be completed by the Regional Office and sent to the Assistant Secretary for approval on any applicants who receive a rating of eligible with charges.) The applicant must submit a written statement explaining the circumstances of the charges that will accompany a letter of recommendation to the Regional Director. If approved, this will be forwarded to the Assistant Secretary for consideration.</p> <p>Approval to hire forms from the Background Screening Unit will be copied to the facility's working files. Copies of volunteer clearance will be maintained in volunteer files.</p> <p>A driver's license check will be completed through the Department of Highway Safety and Motor Vehicle (DMV) website. After being hired, this check will be done on a monthly basis by the facility. Out of state candidates are required to provide an out-of-state history on their current driver's license.</p> <p>Employees, contracted provider staff, or volunteers may be initially hired with an out-of-state license but will be required to obtain a valid Florida state driver's license within 30 days of hire. This does not apply to staff that live in Georgia or Alabama but work in Florida or those individuals that are not official residents of Florida, such as out-of-state students, military personnel or part-time residents.</p>	

	<p>A rescreening is completed every five (5) years from the date of hire for all staff. Rescreening will be submitted to BSU at least ten (10) business days prior to the employee's five (5) year anniversary date.</p> <p>An Annual Affidavit of Compliance with Level Two Standards will be completed at the end of each calendar year to document that all staff that was actually working during the calendar year met these standards. This report is submitted to BSU by January 31st of each year. This includes providers: medical, mental health, education and food service staff.</p> <p>Any employee who is arrested or charged with a crime for any reason while employed with the Department must report such arrest to his/her supervisor and facility administration within twenty-four (24) hours. This shall be called into the CCC as well.</p> <p>Contracted/grant providers, volunteers, mentors and interns who assist or interact with youth on an intermittent basis for less than ten (10) hours per month do not need to be background screened, if an employee who has been background screened is always present and has the volunteer within his her line of sight. However, Detention Services will seek to get all regular volunteers screened.</p> <p>Current employees of the Department or a provider are not required to submit a new background screening request when they are promoted, demoted or transferred into another position within their organization, as long as there is no break in service.</p> <p>A new background screening is required when a Department employee is hired by a provider or when a provider employee is hired by the Department or another contracted provider company.</p> <p>Teachers who are paid through funding provided by the school board or Department of Education to provide instruction to youth in programs are not required to undergo background screening by the Department. However, the facility must fill out an Affidavit of Compliance with Level 2 Screening Standards for School Board Teachers (form attached).</p> <p>This report is submitted to the Background Screening Unit by January 31st of each year.</p>
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FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.02
Subject: ORGANIZATIONAL CHART		
Purpose:	To delineate the organizational structure of each facility.	
	<p>Each Superintendent or designee shall maintain position descriptions and an organizational chart of the center's personnel structure including, but not limited to the following:</p> <ul style="list-style-type: none">• Position descriptions shall be maintained for facility personnel and shall include all information as required by the state.• Organizational charts shall outline the structure of authority and accountability within the center.• Organizational charts shall include names, position titles, position number and a clear chain of command for all facility positions.• Organizational charts shall be updated as needed and reviewed at least quarterly for accuracy. All reviews shall be documented. <p>Detention Services organizational structure:</p> <ul style="list-style-type: none">• Assistant Secretary for Detention Services The Assistant Secretary for Detention Services, appointed by the Secretary of the Department of Juvenile Justice, is responsible for all aspects of Detention Services including, but not limited to, the operation of all detention facilities statewide.• Regional Director The Regional Director reports directly to the Assistant Secretary and is responsible for all operations related to detention services in his/her region.• Operations and Program Manager The Operations and Program Manager is responsible for oversight and coordination of the daily operations of detention facilities in his/her assigned region.	

FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.03
Subject: GOALS AND OBJECTIVES		
Purpose:	To ensure that the Superintendent formulates quantifiable goals and objectives each year to facilitate program review, monitoring and evaluation. This process includes the review of the goals and objectives of the prior year.	
	<p><u>DJJ Mission Statement</u></p> <p>To increase public safety by reducing juvenile delinquency through effective prevention, intervention and treatment services that strengthen families and turn around the lives of troubled youth.</p> <p>These goals shall be consistent with Department and Regional requirements. Input shall be sought from staff and other stakeholders.</p> <p>Goals shall consist of statements of desired final outcomes, and shall consist of specific, measurable outcomes supporting the achievement of the stated goals.</p> <p>Include reporting requirements that shall be dictated by departmental and regional guidelines and shall include, at a minimum:</p> <ul style="list-style-type: none">• Timeframes for the submission of goals and objectives for each fiscal year and any subsequent progress and year-end reports.• Documentation as required by regional management. <p>The goals and objectives shall be submitted to the Regional Director annually by January 15th for review.</p> <p>Quarterly Reports shall reflect an update on goals.</p>	

FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.04
Subject: CRITICAL POSTS/MASTER SCHEDULES/HOLDOVER/SHIFT BRIEFING		
Purpose:	To ensure that staffing patterns for officers shall be such that the safety, well-being and the appropriate supervision of youth will be maintained during all hours of each day of the week. Shift briefing allows distribution of information from one shift to another.	
	<p><u>CRITICAL POSTS</u></p> <p>Critical posts are defined as those areas which shall have staff present twenty-four (24) hours a day, seven (7) days a week, for safe and secure facility operations.</p> <p>1. The following six (6) areas have been identified as critical posts:</p> <ul style="list-style-type: none">a. Supervision of Youth (mods),b. Master Control,c. Admissions/Releases,d. Transportation,e. Security (e.g. rover, runner, etc.) and medical/mental health as needed, andf. Supervision of Staff (Supervisor(s) on duty). <p>* Duty posts may overlap in smaller facilities</p> <p>The number of staff assigned to any one of these critical posts will depend on a variety of factors, including, but not limited to: number of beds, average daily population, number of admissions/releases, number of counties served, transportation requirements, and court schedules.</p> <p><u>MASTER SCHEDULES</u></p> <p>Each facility Superintendent will develop a Master Schedule using the attached format. This schedule shall be updated regularly as staffing changes. The Master Schedule shall be signed and dated by the Superintendent. The Master Schedule shall ensure that at least two female staff are assigned to each shift. This can include the Shift Supervisor.</p> <p>The Master Schedule review and approval process does not preclude the JJDOS in charge of the shift, also known as Shift Supervisor or Shift Commander, from making schedule adjustments as necessary to maintain safety and security.</p>	

The Master Schedule shall be posted for all staff to see. Any permanent schedule changes shall be made available to all staff, at a minimum of two weeks in advance of the effective date of the change. Master Schedules for administrative and support staff shall be developed at the discretion of the Superintendent to best meet the needs of the facility.

The on-site person in charge of a detention center shall be of the rank of Juvenile Justice Detention Officer Supervisor or above.

Emergency actions – shall events or circumstances beyond the control of management dictate the need to temporarily place a Juvenile Justice Detention Officer II in charge of a detention facility, the Superintendent and/or Assistant Superintendent shall be immediately notified. In addition, the Regional Director or designee shall be notified in writing. A diligent effort shall be made to relieve the JJDO II as soon as is practical.

Notice of schedule changes or shift transfers shall be made consistent with the Master Contract.

HOLDOVER

The facility Superintendent or designee will ensure that a holdover schedule is developed. This schedule will list, at a minimum, all officers and their start date.

At the point a holdover is needed, “volunteers” will not be accepted.

Supervisors shall first attempt to utilize staff who have been on leave during the week or who have called in during that week. Staff using sick leave will be used first, followed by staff with annual or special comp leave. **(Do not use staff who were on military leave)**

Employees who holdover, may have their workweek adjusted in such a way that overtime (work in excess of 40 hours) is minimized.

In instances where officers are required to work two (2) consecutive shifts, administrators shall make an effort to allow the officers sixteen (16) consecutive hours off prior to returning to work.

Refusal to work a holdover when scheduled shall be handled as failure to perform or follow instructions or insubordination and will be disciplined in accordance with Department policy. There are no exemptions from the holdover for staff working at full duty.

The Shift Supervisor and the Assistant Superintendent shall be notified via e-mail of the refusal and any corrective action taken.

SHIFT BRIEFING

This time is designated to serve as a tool for effective communication and to enhance the facility’s ability to provide a safe and secure environment for staff and youth. This time will also be used to provide training to staff as needed.

Shift briefing is to be conducted in a professional manner. It shall start on time and all officers shall be alert and attentive. If possible, the off-going Supervisor will attend the first five (5) minutes. There shall be no side conversations. Shift briefing will consist of the following **EVERY DAY:**

	<ul style="list-style-type: none"> • Uniform Inspections. For those officers needing a belt or shoes, etc., note on shift report and notify person responsible for ordering. • Check for valid Department-issued identification and gold badge, if applicable • Issues from the previous shift • Shift assignments and key assignments (including radio assignments) • Review population, any special needs, confinements, PO, etc. • Review the alert list • Review any security issues • 9-1-1 Emergency Protocol • PREA Information • Cell Phone searches • PAR Curriculum/Tactics Review • Review of the Officer Professionalism Flyer <p>If the items above are completed, and time permits, the following shall be done:</p> <ul style="list-style-type: none"> • Review daily e-mails/memos • Monthly 9-1-1 drill, if needed • Monthly Medical drill, if needed • Quarterly Mental Health drill, if needed • Any policy and procedures that need reviewing/training <p>A Facility Management System (FMS) shift report will document any information covered in the shift briefing. Staff shall conduct themselves in a professional manner during shift briefing. This is not a time for socializing or non-job related discussions.</p> <p>All items in the attached shift briefing agenda must be discussed at each shift briefing.</p>
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Superintendent's Signature

Date

_____ **Regional Juvenile Detention Center**

SCHEDULE

1st Shift...7:00am - 3:30pm

	Employee	DOE	Friday	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Status
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I		Female								
II		Male								

FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.05
Subject: LEAVE/ATTENDANCE/OVERTIME		
Purpose:	The purpose of this policy is to provide a guideline regarding expected behavior of all detention center staff as it relates to leave, attendance and overtime and to ensure adequate staffing on a 24-hour basis.	
	<p><u>Work Hours</u></p> <p>Full-time and part-time Career Service employees are required to be present on their assigned job for the total hours in the established workweek or work period and in accordance with their approved flextime/variable workweek or other approved schedule unless absence from duty is authorized.</p> <p>Required attendance at training courses shall be considered as hours worked.</p> <p>Under state law, any official travel during an employee's normal working or non-working hours, whether on regular workdays or regular days off, shall be counted as hours worked.</p> <p><u>Flextime</u></p> <p>All DJJ Career Service, SES and SMS employees, with supervisory approval, are allowed to use a flexible work schedule to help increase productivity and morale within the Department.</p> <p>Any flexible schedule must be approved by the Superintendent.</p> <p><u>Recording Attendance and Leave</u></p> <p>Information relating to individual attendance and leave must be maintained on a current ongoing basis to reflect an accurate record of all hours worked and leave/holidays taken by each employee. Leave and attendance shall be recorded in the People First system directly. Employees are required to review and approve the record on or before close of business at the end of each pay period.</p> <p>Supervisors are responsible and accountable for timely review, approval and submission of employee's timesheet. In the absence of the Supervisor, time approval reverts to the next level supervisor or designated staff with the timekeeper role code.</p> <p>All state employees assigned to the facility will use Time Guardian time clocks and will ensure this time matches what is in the People First system. This includes all administrative staff, including Superintendents and Assistant Superintendents, and contract providers.</p>	

Compensation for Hours Worked, On-Call, Call-Back and Leave With Pay

The Assistant Superintendent or Superintendent, or their designee, are responsible for authorizing the following leave transactions in the People First system: additional regular work hours, leave with pay and holidays.

All employees are responsible for requesting advance approval for leave with and without pay as applicable. However, the actual amount of leave taken shall be determined at the end of the pay period. The employee will be charged only with those leave credits that, in combination with required work hours and holidays taken, total 40 hours during a workweek, 80 hours for the pay period.

Employees on an approved extended leave shall only be charged with hours necessary to fulfill the 80 hour requirement regardless of included/excluded classification. It is the Supervisor's responsibility to ensure that the employee's time record reflects the appropriate number of leave hours charged to fulfill the 40-hour workweek.

Overtime

Managers and Supervisors are responsible for arranging employees' work in such a way that the need to work overtime is minimized or avoided.

In situations where overtime is necessary, the appropriate supervisor's approval is required. Supervisors are responsible for ensuring overtime work is authorized and for ensuring compliance with the provisions of the FLSA.

An employee shall not be permitted to work overtime without proper authorization.

Annual Leave

Use of annual leave by an employee shall not be authorized prior to the time it is earned and credited and shall only be used with the prior approval of the proper authority.

Upon reasonable notice, an employee may be required to use any part of their accrued annual leave if deemed advisable by the Supervisor.

All Career Service employees who have accrued annual leave in excess of 360 hours at the close of business on December 31 of each year shall have the excess annual leave transferred to their sick leave balance on an hour-for-hour basis.

Senior Management Service and Select Exempt Service employees with annual leave credits in excess of 480 hours at the close of business on the day before their anniversary date shall have those hours converted to sick leave on an hour-for-hour basis.

Special Compensatory Leave

Special Compensatory leave earned shall be monitored by supervisors and used by the employee as soon as it is feasible. In most instances, this shall be the pay period immediately following the pay period in which it was earned.

Employees are required to use all or part of their accumulated special compensatory leave credits unless such usage requirement violates any applicable collective bargaining agreement provisions. An employee shall be required to use accumulated special compensatory leave credits prior to approving the request to use other types of approved leave, with the exception of sick leave.

Special compensatory leave credits earned while in the career service system shall be retained by an employee for use when moving from a career service to a SES/SMS position within the Department. SES/SMS employees cannot earn special compensatory leave.

Special compensatory leave credits shall not be transferred from one agency to another.

Employees must have been employed for one (1) year prior to the date of separation to receive any annual leave payout.

Tardiness

Being late to report to duty is an unacceptable practice and has serious impacts for the safe and secure operation of any juvenile detention facility.

Tardiness is defined as failure to be punctual for duty assignment or to follow established work schedules, including reporting late at the beginning of work schedule, as well as lunch or rest breaks.

All staff shall be considered late when arriving one (1) minute or greater beyond the start of their scheduled work time, at their assigned post, lunch or rest breaks.

The Supervisor will complete the facility required documentation to document a staff tardy. A copy of the form will be turned into Administration with other shift paperwork for review and signature by the end of the shift during which the tardy occurred.

Employees are asked to contact their immediate supervisor, to inform them that they will be late for the shift. This allows the facility to hold-over another employee (if needed) or to otherwise prepare to cover the temporary absence of the employee. Employees who call in to inform their supervisor that they will be late for shift are still considered to be tardy. Calling in an anticipated tardy is professional courtesy and required due to the nature of Detention Services, where unplanned absences can present a serious security risk. It is not a vehicle to excuse the tardy. A supervisor cannot “excuse” or “approve” a tardy.

Excessive Absences

Excessive absences include a pattern of absences by an employee or a history of repeated absences that prove to be disruptive to the proper functioning of the facility. Specifically three or more occurrences within a rolling 90-day period shall be considered to be excessive.

The following situations constitute not only excessive leave, but also a pattern of abuse and will result in progressive disciplinary action:

- Consistent absences on the day preceding or following an employee’s scheduled days off;
- Consistent absences immediately preceding or following holidays;
- Consistent absences immediately preceding or following approved leave;

- Absence on the same day(s) of each week or month (3 days = a pattern); and
- A pattern of taking one or two (or more) days of sick leave each month.

Sick Leave

Employees must receive prior approval to use sick leave if a medical appointment is necessary during work hours. Sick leave may be used for the following reasons:

- Personal illness including maternity-related, injury or exposure to a contagious disease which would endanger others; or
- Personal appointments with a doctor, dentist or other recognized medical practitioner or
- Illness, injury or well care checkups of the following family members when the employee's presence is necessary: employee's spouse, children or parents of the employee or spouse, step-children, step-parents, a person for whom the employee or spouse has a "caretaker" responsibility.

After three (3) workdays or partial workdays of absence in any 30-day calendar period, the Supervisor may require medical certification of the employee's absence(s) due to illness or injury prior to approving additional use of sick leave. **(FMLA paperwork shall be given to employee after three (3) consecutive days of absence due to illness of employee or family member.)**

After ten (10) consecutive calendar days of absence, the employee shall submit to the Supervisor a medical certification form from the attending physician before any additional use of sick leave credits or leave without pay is authorized.

On the **first** day of absence, the employee is required to contact the on-duty Supervisor (or acting Supervisor) at the facility at least two (2) hours prior to their shift starting. In addition, the employee must also call the facility back and speak with the on-duty Supervisor (or acting Supervisor) from the employee's actual assigned shift to discuss the approximate date he/she will be returning to work. This call shall be made within two (2) hours of the start of the employee's assigned shift.

If out for a **second** day, the employee is required to again contact the on-duty Supervisor (or acting Supervisor) at the facility at least two (2) hours prior to their shift starting. In addition, the employee must also call the facility back and speak to the on-duty Supervisor (or acting Supervisor) from the employee's actual assigned shift to discuss the approximate date he/she will be returning to work. This call shall be made within two hours of the start of the employee's assigned shift.

If the employee needs to remain out for **more than two days**, he/she must update the Supervisor of his/her status and estimated return to work date daily unless a note has been provided covering a specific period of absence. Those employees that will be out on extended leave are required to provide updated medical documentation and to contact their supervisor via telephone at least every thirty (30) days.

Failure to report to work or failure to contact a facility supervisor within at least two (2) hours prior to the start of the employee's assigned shift will result in unauthorized leave. Absence without authorized leave includes:

- Failure to obtain approval of the appropriate supervisor for any absence from work,

except in the case of an emergency when the employee must be absent prior to receiving approval from the proper authority for the absence; and

- Failure to call-in or otherwise notify the appropriate supervisor on the first day of an absence and on subsequent days, if necessary.

Administrative Leave

Administrative leave is leave with pay that is not taken from an employee's personal leave balance and is available to all Career Service, SES and SMS employees. Approval of administrative leave is limited to an amount necessary to bring the employee to full-pay status for the work period. In no case shall approval of administrative leave cause the employee to exceed the number of contracted hours in the employee's work period.

Prior approval by the Assistant Superintendent or Superintendent, or their designee is required. Examples of the types of Administrative Leave and how it may be used are listed below:

- Jury duty (documentation required)
- Subpoenaed court appearance for non-personal litigation (documentation required)
- Voting (up to one hour)
- Disabled Veteran Re-examination or Treatment (requires medical certification of treatment/evaluation of service connected disability).
- Disaster Service Volunteers (approved by the Governor or Agency Head).
- Formal agency investigation for violation of a rule or statute, for which dismissal is a penalty.
- Athletic Competition for World, Pan Am or Olympic level sports (documentation required).
- Death in immediate family (two days not to exceed 16 hours for death of spouse, children, parents, grandparents, step-parents, step-children, brothers, sisters and grandchildren of the employee or spouse.
- Office closures (as authorized by the Governor or Agency Head.
- Interviews and examinations for State Personnel System Vacancies (up to two hours).
- Day of Entrance Examination for Military Service (documentation required)
- To handle certain personal matters resulting from Domestic Violence (documentation required)
- Administrative leave due to a formal investigation must be approved by the appropriate Office of General Counsel Personnel Attorney prior to being granted.
- Employee Assistance Program-An employee's time utilized for the initial EAP assessment/consultation of a mandatory EAP referral shall be considered as work time. (Employees will utilize personal leave for all subsequent appointments)

FLORIDA DEPARTMENT OF JUVENILE JUSTICE
_____ Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.06
Subject: STAFF CODE OF CONDUCT		
Purpose:	To ensure that staff communicate and interact with youth in a manner that provides a role model of socially accepted behaviors and that staff behavior shall be respectful of others and reflect desired behaviors for youth.	
	<p>Staff must adhere to a code of conduct that prohibits any form of abuse, profanity, threats, harassment, intimidation or personal relationships with youth.</p> <p>When interacting with youth, officers shall maintain professional behavior and relationships.</p> <p>Officers shall not verbally abuse, demean or otherwise humiliate any youth, and shall not use profanity in the performance of their job.</p> <p>Physical abuse of youth is prohibited by law and a suspicion or knowledge of such must be reported to both the Florida Protective Services (abuse hotline) and the DJJ Central Communications Center (CCC). If a youth is at least 18 years of old and not disabled, physical abuse is to be reported to the CCC only, but the youth shall be given the opportunity to file a police report. If a youth is at least 18 years old and has a disability, both the Abuse Hotline and CCC must be notified.</p> <p>Officers shall not engage in or allow "horseplay," either verbal or physical with and/or between any youth or any other staff member.</p> <p>Officers shall not enter the occupied sleeping quarters or confinement rooms of a youth unless accompanied by an officer of the same sex as the youth. In an emergency situation, such as medical crisis or a situation that would jeopardize the immediate safety or security of a youth, officers of the opposite sex of a youth are authorized to call a code and enter the youth's room to provide emergency assistance. Single officer cell entry is permitted to save lives.</p> <p>Officers shall not have any physical contact with any youth except in the necessary application of Protective Action Response (PAR) techniques or other emergency response measures.</p> <p>Officers shall not engage in personal relationships nor discuss any personal information relating to themselves or other officers with any youth.</p> <p>Officers shall not have any contact with youth outside of the detention facility, including through social media.</p>	

If a youth is a relative or family friend of an officer, or otherwise has regular contact with the officer, it is the responsibility of the officer to immediately report such to the Supervisor on duty and the youth shall be transferred to the closest detention center

Officers shall maintain the confidentiality afforded to all youth, and shall not release any information to the public or the news media about any youth in detention or who has been in the custody of the department. In the event the media requests information on youth or staff in the facility, the DJJ Communications Director should be notified of the request. The number for the Communications Director's Office is 850-921-5900.

Officer Professionalism

Detention Services employees represent the Department and are expected to exhibit professional behavior and attitude at all times. When dealing with youth, professionalism is an important tool to be used in addressing youth behaviors.

When interacting with youth, officers shall maintain professional behaviors and relationships:

- Officers are role models and shall act accordingly;
- Officers must be aware that their actions and attitudes set the example and the tone for the behavior of the youth.
- Officers must be clear and concise and use appropriate language in order to communicate effectively.
- Officers shall not have any contact, including but not limited to written or electronic correspondence, telephone calls, or via social media outlets with DJJ involved youth outside of the detention facility.

Acts of misconduct are not acceptable and engaging in such shall subject an employee to disciplinary action up to and including dismissal or criminal prosecution.

All employees must be provided the State of Florida Employee Handbooks and shall sign for the receipt of such. It is incumbent of all employees to read and understand the standards and to address any questions regarding the standards with a supervisor.

Standards of Conduct

- (a) **Poor Performance.** Employees shall strive to perform at the highest level of efficiency and effectiveness; they shall do more than "just get by." 1. Employees are expected to be reliable and dependable, for example: to show up for work, ready to work, on a reliable basis; to observe established work hours and scheduled appointments; to complete work on time and to obtain permission before being off work and to schedule leave in a manner that minimizes work disruption. 2. Employees are expected to be effective, for example: to organize their work; to stay focused on job-related activities during work hours; to provide the level of effort necessary to get the job done; to demonstrate willingness and ability to make decisions and exercise sound judgment; to produce work that consistently meets or exceeds expectations; to accept responsibility for their actions and decisions; to adapt to changes in work assignments, procedures and technology; and to be committed to improving individual performance.
- (b) **Negligence.** Employees shall exercise due care and reasonable diligence in the performance of job duties.
- (c) **Inefficiency or Inability to Perform Assigned Duties.** Employees shall, at a minimum, be able to perform duties in a competent and adequate manner.
- (d) **Insubordination.** Employees shall follow lawful orders and carry out the directives of persons with duly delegated authority. Employees shall resolve any differences with

management in a constructive manner.

- (e) **Violation of Law or Agency Rules.** Employee shall abide by the law and applicable rules and policies and procedures, including those of the employing agency and the rules of the State Personnel System. All employees are subject to Part III of Chapter 112, Florida Statutes, governing standards of conduct, which agencies shall make available to employees. An agency may determine that an employee has violated the law even if the violation has not resulted in arrest or conviction. Employees shall abide by both the criminal law, for example, drug laws, and the civil law, for example, laws prohibiting sexual harassment and employment discrimination.
- (f) **Conduct Unbecoming a Public Employee.** Employees shall conduct themselves on and off the job, in a manner that will not bring discredit or embarrassment to the state. 1. Employees shall be courteous, considerate, respectful and prompt in dealing with and serving the public and co-workers. 2. Employees shall maintain high standards of honesty, integrity and impartiality. Employees shall place the interests of the public ahead of personal interests. Employees shall not use, or attempt to use, their official position for personal gain or confidential information for personal advantage. 3. Employees shall protect state property from loss or abuse, and they shall use state property, equipment and personnel only in a manner beneficial to the agency.
- (g) **Misconduct.** Employees shall refrain from conduct which, though not illegal or inappropriate for a state employee generally, is inappropriate for a person in the employee's particular position. For example, cowardice may be dishonorable in people generally, but it may be entirely unacceptable in law enforcement officers. By way of further example, people are generally free to relate with others, but it may be entirely unacceptable for certain employees to enter into certain relations with others, such as correctional officers with inmates.
- (h) **Habitual Drug Use.** Agencies shall not tolerate violations of Florida's Drug Free Workplace Act, Section 112.0455, Florida Statutes, or other misuse of mood or mind altering substances including alcohol and prescription medications.
- (i) **Conviction of Any Crime:** The conviction of a crime includes a plea of nolo contendere and/or a plea of guilty with adjudication withheld.
 - a. All employees shall immediately report any arrest to their immediate Supervisor. Failure to do so could result in disciplinary action.
 - b. The immediate Supervisor shall immediately report any staff arrest to the Superintendent or designee. Failure to do so could result in disciplinary action.
 - c. All staff arrests are to be reported to the Central Communications Center (CCC) within two hours of facility staff (excluding the staff arrested) becoming aware of the arrest.

FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.07
Subject: UNIFORM POLICY/DRESS CODE		
Purpose:	To ensure that all designated detention staff wear uniforms as required.	
	<p><u>Uniform Description</u></p> <ul style="list-style-type: none"> The Class A uniform with approved insignias (patches, chevrons, badges, nametag and service pins) shall be the primary uniform worn in all state-operated detention facilities. The Department badge may only be worn on the Class A uniform. These approved insignias shall be located and worn as follows: The Department badge is worn on the left breast over the heart; The nametag is worn above the right hand shirt pocket; and The Rank insignias for Shift Commanders, Assistant Superintendents, and Superintendents shall be worn on collar points. Solid, short-sleeved, white crew-neck t-shirts shall be worn under the Class A shirts. <p><u>Conditions of Uniform</u></p> <p>Superintendents shall ensure uniform inspections are conducted at the beginning of each shift.</p> <p><u>Wearing Uniforms During Ceremonies and Speaking Engagements</u></p> <p>Uniformed personnel shall wear the appropriate primary uniform of the facility during all ceremonies and speaking engagements. An exception is allowed for facility management to wear a business suit if Regional Management determines a business suit would be more appropriate for specific functions.</p> <p><u>Auxiliary Uniform Items:</u></p> <p>Auxiliary items that may be worn with the uniform include:</p> <ul style="list-style-type: none"> Sunglasses of a plain-type when outdoors. Personal watch. A bracelet may be worn only if it contains personal medical information on the staff member. A ring may be worn on each hand. Females may wear a combination wedding set. Rings shall not have sharp edges that would create a hazard for the staff member when wearing protective gloves. Personal cellular phones and beepers are not allowed in the secure part of the detention facility. Administrative, transportation or maintenance personnel may wear an agency-issued cellular phone. 	

Pregnant Personnel

Pregnant personnel may request an exemption to the Class A uniform shirt and trousers from the Superintendent.

Appearance Standards and Hair Styles:

Appearance Standards and Hair Styles for uniformed personnel shall include:

- Cosmetics may be worn by female uniformed personnel but shall be subdued and blended to match the natural skin color.
- Fingernails shall be clean, trimmed and for safety purposes, shall not extend beyond the tips of the fingers. Decorative nails are not permitted.
- Uniformed staff shall not wear earrings or have visible body piercings.
- Uniformed staff shall maintain hair that is groomed neatly, does not fall below the uniform collar and does not present a health and/or safety risk for co-workers or youth. If using hair coloring, it shall be of natural shades and shall not draw attention. Small barrettes and clips, which match the color of the hair or uniform, are permitted. Large hair combs and hairpins of any size are prohibited.
- Exposed tattoos that display gang signs, nudity, inappropriate names or symbols must be concealed at all times.
- Facial hair shall be neatly trimmed and shall not exceed ¼ inch in length. An annual exception to this requirement may be granted for a medical condition with a doctor's note.

Uniform Inventory

The Superintendent, designee or regional staff shall record, maintain and keep an individual inventory on file on all uniformed Department personnel in their respective facility.

The Superintendent, designee or regional staff shall ensure the proper inventory, storage and safekeeping of all uniform stock.

The Superintendent, designee or regional staff shall order, disburse, exchange and receive justification, when appropriate, on all uniform replacement on proper order forms provided by the manufacturer.

Return or Transfer of Uniforms

All uniforms and equipment shall be returned to the Superintendent or regional warehouse when the uniform becomes non-serviceable or an employee terminates from a class code designated to wear uniforms.

The Superintendent, designee or regional staff, shall conduct an inspection of all returned uniforms. Non-serviceable clothing shall be disposed of and serviceable clothing shall be placed into inventory.

All uniforms, including badges, shall be transferred with a staff member who transfers to another facility requiring the same uniform.

All uniforms and associated equipment remain the property of the Department.

	<p><u>Disciplinary Action for Non-Compliance</u></p> <p>Non-compliance of the Department’s Uniforms and Appearance Policy and the Rules of the Department of Management Services by uniformed personnel will subject the uniformed personnel to discipline up to and including dismissal.</p> <p><u>Uniform Issue for Uniformed Personnel</u></p> <p>The following uniform items are recommended for issuance to uniformed personnel, contingent upon available funds:</p> <ul style="list-style-type: none">• Three Navy Class A shirts with star patches;• Three pairs of trousers;• One windbreaker type coat with star logo;• One belt;• One pair of shoes (boots). Oxford-style shoes may be ordered by Administration;• Superintendent may approve a black athletic style shoe.
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FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.08
Subject: TRAINING		
Purpose:	To ensure that proper training equips staff with the skills necessary to conduct themselves in a manner consistent with the ethical standards established by the Department.	
	<p>The Department shall offer multi-disciplinary training opportunities for employees. Training shall provide staff with the tools required to successfully perform their duties, while simultaneously challenging them as a function of professional growth.</p> <p>Phase One shall consist of 120 hours of certification training (computer-based and instructor led) in the following areas:</p> <ul style="list-style-type: none">• Orientation training;• Information security awareness;• DJJ detention facility operations (to include training on the unit log, transportation, admissions and releases);• PAR;• CPR/First Aid;• Mental health and substance abuse services;• Safety, security and supervision;• Legal;• DJJ: The organization;• Gang awareness;• Interpersonal/Communication skills;• Youth behavior and consequences. <p>Phase Two will be conducted at a DJJ Training Academy (120 hours).</p> <p>Detention officer trainees must successfully complete the Juvenile Justice Detention Officer Training Plan within 180 days of their hire date to become certified, unless an extension has been approved. Upon successful completion, staff shall receive a certificate from Staff Development and Training.</p> <p style="text-align:center">Staff shall be assigned to a fully certified JJDO until the trainee successfully completes all training requirements.</p> <p><u>In-Service Training</u></p> <p>Employees are required to successfully complete on-going In-Service training requirements as follows:</p> <ul style="list-style-type: none">• Detention staff must complete 24 hours of annual in-service training beginning the calendar year after the staff has completed certification training.• The following are mandatory training topics that must be completed each year:	

1. PAR update (Chapter 63H-1, F.A.C. – 16 hours);
 2. CPR/AED;
 3. First Aid Annually (if certification is good for two years, the off year is a refresher);
 4. Suicide Prevention (6 hours);
 5. Professionalism and Ethics.
- In addition to the 24 hours of In-service requirements, supervisory staff shall complete eight (8) hours of training each calendar year in the areas of:
 1. Management, Leadership and/or Personal Accountability (Theory and Practice).
 2. Employee Relations.
 3. Communication Skills.
 4. Fiscal Training

Documentation

The superintendent or designee is responsible for the proper documentation of training. All training provided to staff shall be appropriately documented and the documentation shall be retained for future reference as needed.

- Completion of all training requirements shall be documented on the Department's Skillpro System, where applicable.
- Facilities shall develop an Annual Training calendar to comply with Statewide In-Service Training Plan.
- Each time training is completed, an attendance roster must be completed with staff signatures. In addition, documentation shall be recorded in the "Student's Record" in Skillpro. The documentation shall include:
 1. The number of training hours that were completed;
 2. Date the training was completed;
 3. Name of the instructor who provided the training;
 4. Name of the staff person receiving the training;
 5. Field Training Officers (FTO) shall observe, evaluate and document completion of Observation Reports and Job Skills Checklists. The individual designated by the Superintendent shall document remaining training requirements, including in-service training;
 6. All documentation will be maintained on-site for the previous twelve (12) months.

All training is to be provided by persons properly trained and qualified to present the training. All certified trainers shall comply with the requirements set forth by Staff Development.

- Every facilitator of on-the-job training at the workplace for Direct Care Staff must be a certified officer.
- A certified CPR/First Aid/AED instructor shall conduct CPR/First Aid/AED. This person does not have to be ITW certified. CPR, First Aid, and AED training for direct care staff will occur every year, and documentation will be submitted only in the years required to maintain certification per the Direct Care Rule (63-H). On the non-certifying years, direct care staff will be required to take a refresher training mirroring the regular training from the certification year.
- A Protective Action Response (PAR) certified instructor shall conduct all PAR certification training. To supplement this training, A PAR certified supervisor or FTO, under the supervision of a PAR Instructor, may conduct PAR review for PAR certified officers during shift briefings. The PAR defensive tactics videotape may be used when practicing the physical portion of the curriculum.

Note: All uncertified detention officers must complete PAR and First Aid/CPR before working with youth. Uncertified officers cannot work alone in the master control room and cannot unlock doors.

Training Coordinator

Each facility shall establish a Training Coordinator. This individual will be supervised directly by the Superintendent or Assistant Superintendent. In order to be considered, this individual shall be in good standing, a positive role model, self-directed and policy driven. The Training Coordinator should be a:

- Certified Field Training Officer ,
- Certified Instructor, and ideally a
- Certified PAR Instructor.
- Certified CPR/First Aid/AED instructor.
- The coordinator will develop, monitor and ensure the comprehensive, timely delivery of all pre-service, certification and in-service training for all employees at the facility.
- The Training Coordinator will assign trainees to a Field Training Officer. (FTO) The FTO is responsible for the accurate and timely delivery and documentation of Phase I training for their assigned trainee.
 1. The Facility Training Coordinator will register the trainee for the academy.
 2. Phase I training shall require a minimum of 6 weeks (8 weeks is preferred) for completion.
 3. Upon successful completion of Phase I and Phase II, the trainee will report to their assigned supervisor and be included in the critical staff posting count.
- Quarterly reviews will be conducted for each detention center by the regional training person. A standardized monitoring tool will be completed during the review.
- At a minimum, quarterly regional meetings will be facilitated by the regional training person with all facility training coordinators. At least one of these meetings should be face to face. Meetings may be held by phone.
- The annual training calendar for facilities will be developed and monitored by the regional training person in collaboration with the facility training coordinator.
- Training files held at the detention facilities will be structured and standardized statewide to include several tabs containing such items as CPR certification documents, PAR documentation, etc.
 1. Tab 1 – Pre-service and Certification Training Documentation
 2. Tab 2 – In-Service Training Documentation
 3. Tab 3 – Certifications (PAR Performance Evaluations, CPR/AED/FA cards/certificates)
 4. Tab 4 – Copies of sign in sheets (if indicated in F.O.P.)
- Training rosters maintained at the detention facilities will be uploaded onto a permission-based folder on the facility K-drive. Hard copies will be maintained in a binder at the facility and shall be placed in the individual training file of each employee if so indicated in the facility operating procedures.

FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.09
Subject: VOLUNTEERS/NON-FACILITY STAFF		
Purpose:	To ensure there is an established screening, training and operating procedure for involving volunteers in detention center programs.	
	<p>Volunteers may be utilized to work directly with youth to promote a variety of educational, life and/or job-related skills:</p> <ul style="list-style-type: none"> • All prospective volunteers shall be initially screened per departmental volunteer screening procedures and interviewed by the Superintendent or designee to determine appropriate qualifications per guidelines established by the Department. • Volunteers shall receive a training overview/orientation related to safety, security, confidentiality and appropriate relationships with youth prior to having contact with any youth. • Volunteers, mentors and interns in Detention facilities who assist or interact with youth on an intermittent basis for less than 10 hours a month and are accompanied by a staff member who is always present and has the volunteer/mentor/intern in his or her line of sight, do not have to be background screened. • Guest speakers, guest performers, ministers, or others who interact with the Department youth on an intermittent basis, but seek to conduct unsupervised activities with youth, shall be background screened based on the standards established by Department and contract provider employees. • All volunteers and contracted providers in Detention facilities must be trained on their responsibilities under the Department's sexual misconduct prevention, detection, and response policy and procedures, and Florida Administrative Code Rule 63-H, Staff Training. The level and type of training provided to volunteers and contracted provider staff in Detention facilities is based on the service they provide and level of contact they have with youth, but all volunteers and contractor staff who have contact with youth shall, at a minimum, be notified of the Department's zero-tolerance policy regarding sexual misconduct and be informed on how to report such incidents. • The Superintendent or designee shall maintain a file on volunteers requiring background screening, including at a minimum, the approved background screening paperwork, the Superintendent's approval to be a volunteer, documentation of the facility overview/orientation and the PREA Acknowledgement Form. • All volunteers must review the PREA information and signed the attached form. • Volunteers shall comply with the facility's youth daily schedule as it relates to their activities. • All activities, topics of discussions, lessons, etc. conducted by volunteers shall be approved by the Superintendent or designee. • An officer shall maintain supervision of youth during all volunteer activities. 	

- The Superintendent or designee shall track all volunteer hours and report a minimum of quarterly.
- Guest speakers and special program volunteers who visit on a random basis do not require screening.

Interns may be used to expand available resources. Superintendents shall encourage local colleges and universities to enter into an agreement with the Department to place student interns at the facility. Interns must meet the same qualifications as volunteers.

NON-FACILITY STAFF IN SECURE AREAS

Access to secure areas must frequently be provided to a number of different entities including, but not limited to: probation officers, law enforcement, officials of the court, and service vendors.

- Service vendors shall be accompanied by designated facility staff at all times when in the secure area of a detention facility and/or in the presence of youth. The Superintendent may authorize exceptions to this guideline.
- All tools or other service items introduced into the secure area shall be accounted for upon entry and exit from the secure area.
- The supervision of youth remains the responsibility of officers even when youth are with non-facility staff.
- When youth are with non-facility staff, sight supervision shall be maintained by an officer whenever possible.
- At a minimum, youth with non-facility staff shall be monitored by the facility's surveillance equipment.
- Shall circumstances occur where non-facility staff require privacy and/or confidentiality thereby adversely impacting the facility's ability to maintain any type of sight supervision, officers shall remain vigilant in ensuring safety and security, including the possibility that the youth may attempt to harm non-facility staff, escape and/or acquire contraband.
- Visiting personnel conducting official business shall display proper identification.

FLORIDA DEPARTMENT OF JUVENILE JUSTICE

EXHIBIT B

PRISON RAPE ELIMINATION ACT ACKNOWLEDGEMENT

PREA 01

By signing this form, you are stating that you are aware of our sexual abuse / assault policies, governed by the Florida Department of Juvenile Justice and the United States Department of Justice Prison Rape Elimination Act of 2003.

In accordance with the 2003 Prison Rape Elimination Act, the Department of Juvenile Justice (DJJ) has a zero tolerance policy for sexual assault or sexual harassment to any youth in our custody (FDJJ policy 1919). The Department will have all reported incidents of sexual assaults investigated, and will address the safety and treatment needs of youths who have been sexually assaulted, and will discipline and prosecute those who sexually assault youths.

ANY employee, volunteer, contractor, or vendor can and will accept any information from a youth regarding sexual abuse, sexual assault or sexual harassment and will immediately report the information to one of the following; a facility staff member, the Sexual Abuse Hotline 1-800-962-2873 or the DJJ Incident Hotline 1-800-355-2280 or the Florida Abuse Hotline 1-800-962-2873. A youth may feel more comfortable reporting sexual abuse or sexual assault to someone other than a staff member and all individuals are legally bound to immediately report the information for further actions including medical and mental health treatment, segregation from the suspect, collection of evidence, criminal investigation, and other necessary procedures. Time is of the essence in reporting sexual abuse and sexual assault.

The definition of sexual abuse / assault is engaging in, or attempting to engage in, a sexual act with any youth or the intentional touching of an youth's genitalia, anus, groin, breast, inner thigh, or buttocks, with the intent to abuse, humiliate, harass, degrade, arouse, or gratify the sexual desire of any person. Sexual acts or contacts between a youth and a staff member, even when no objections are raised, are always illegal, and by law, considered non-consensual.

Sexual abuse by a youth - Includes any of the following acts, if the victim does not consent, is coerced into such act by overt or implied threats of violence, or is unable to consent or refuse:

1. Contact between the penis and the vulva or the penis and the anus, including penetration, however slight;
2. Contact between the mouth and the penis, vulva, or anus;
3. Penetration of the anal or genital opening of another person, however slight, by a hand, finger, object, or their instrument; and
4. Any other intentional touching, either directly or through the clothing, of the genitalia, anus, groin, breast, inner thigh, or the buttocks of another person, where the youth has the intent to abuse, arouse, or gratify sexual desire and excluding contact incidental to a physical altercation.

Sexual abuse by a staff member, contractor, or volunteer - Includes any of the following acts, with or without consent of the youth:

1. Contact between the penis and the vulva or the penis and the anus, including penetration, however slight;
2. Contact between the mouth and the penis, vulva, or anus;
3. Contact between the mouth and any body part where the staff member, contractor, or volunteer has the intent to abuse, arouse, or gratify sexual desire;
4. Penetration of the anal or genital opening, however slight, by a hand, finger, object, or other instrument, that is unrelated to official duties or where the staff member, contractor, or volunteer has the intent to abuse, arouse, or gratify sexual desire;
5. Any other intentional contact, either directly or through the clothing, of or with the genitalia, anus, groin, breast, inner thigh, or the buttocks, that is unrelated to official duties or where the staff member, contractor, or volunteer has the intent to abuse, arouse, or gratify sexual desire;

6. Any attempt, threat, or request by a staff member, contractor, or volunteer to engage in the activities described in paragraphs (1)-(5) of this section;

7. Any display by a staff member, contractor, or volunteer of his or her uncovered genitalia, buttocks, or breast in the presence of a youth, and

8. Voyeurism by a staff member, contractor, or volunteer.

Sexual harassment - Includes—

1. Repeated or unwelcome sexual advances, requests for sexual favors, or verbal comments, gestures, or actions of a derogatory or offensive sexual nature by one youth directed toward another; and

2. Repeated or unwelcome verbal comments or gestures of a sexual nature to a youth by a staff member, contractor, or volunteer, including demeaning references to gender, sexually suggestive or derogatory comments about body or clothing, or obscene language or gestures.

Sexual Misconduct – Any act of sexual abuse and/or sexual harassment as defined herein.

For further clarification please request a copy of the Department of Juvenile Justice policy FDDJ 1919.

I have read and understood the Sexual Abuse / Assault policy:

Signature

Printed name Date

Witness Signature Title

FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.10
Subject: DETENTION REVIEWS		
Purpose:	The purpose of the Detention Review is to provide a systematic process to ensure that youth are held in secure detention for the shortest time possible.	
	<p>Detention Reviews shall be conducted on a weekly basis and shall address every youth reflected on the census for secure and home detention.</p> <p>The Superintendent or Assistant Detention Superintendent shall chair the detention review process. Additional parties include, but are not limited to:</p> <ul style="list-style-type: none"> Facility mental health and medical providers; Facility staff with pertinent knowledge of the youth; Probation and Community Corrections staff including the Chief Probation Officer/ Assistant Chief Probation Officer and a Juvenile Probation Expediter; Educational staff; Appropriate Department of Children and Families representatives; Appropriate Residential Commitment representatives; Other persons as deemed necessary. <p>The Superintendent or Assistant Superintendent shall ensure that all participants have a copy of the JJIS census for review prior to the Detention Review. During the census review the Detention Superintendent or Assistant Superintendent will identify:</p> <ul style="list-style-type: none"> Questionable court orders Youth in detention status for longer than the statutory time limits (i.e. 21 day pre-trial, Low or Moderate Risk Commitment 5 day, etc.) Youth pending placement in a residential commitment program to ensure they are on the waiting list as “ready” to be placed. If the youth shows as unable to place, identify why and determine follow-up actions Runaways from out-of-state requiring ICJ follow-up action Youth that are citizens of foreign countries to ensure consular notification and follow up Youth with any medical or mental health issues that shall be addressed Any other special or critical cases needing immediate resolution Youth under DCF custody or supervision (crossover youth) High profile cases or and youth being considered for Direct File Youth with consecutive contempt sanctions Youth admitted for failing to appear Any other special cases (excessive behavioral issues, confinements, potential lockouts upon release) Special visitation requests 	

- Youth needing signed Authority for Evaluation and Treatment (AET) forms

Appropriate documentation of the review staffing shall be uploaded into FMS. This information shall include, at a minimum:

- JJIS census;
- Sign-in sheet;
- Notes on what was discussed;
- Any tasks assigned for action and who is to complete the task(s);
- Confirmation that all current court orders are placed in the files of securely detained youth;
- Copies of the referral(s) for questionable court orders and related documents are in the youth's file(s);

Questionable Court Orders

A questionable court order is any disposition order, detention order, order to show cause, or other legal document that is potentially contrary to state or federal laws or will be difficult for the department to comply with in good faith.

If at any time it is discovered that a questionable court order has been issued, the following procedures are to be followed:

- The questionable court order shall be forwarded to the Regional Office and the Chief Probation Officer;
- The youth shall be tracked through weekly detention reviews and information shared as needed.

Capacity/Overcrowding

The Superintendent will monitor the population at their facility. When the population reaches 90% capacity, the Superintendent will discuss with the Regional Director a plan to manage the population. This plan could include the following:

- Working with residential and probation to place committed youth and continue to seek release of youth who can be maintained in a less restrictive environment.
- Possible transfer of some youth to another nearby facility that is less crowded.

FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.11
Subject: BOARDS/MEETINGS		
Purpose:	To ensure that Facility Advisory Boards are established to assist the Superintendent with community awareness, identification and solution of problems as well as the exchange of ideas and information.	
	<p><u>FACILITY ADVISORY BOARD</u></p> <p>The facility advisory board shall be established by the Superintendent. The facility advisory board will assist in coordinating, planning and interagency consultation for facility improvement and transparency in the community. In addition, the advisory board can act as a vehicle to provide staff with rewards and incentives.</p> <p>A cross section of citizens in the community, interested and knowledgeable of youth, shall comprise the members of the advisory board. The facility advisory board will meet a minimum of quarterly each year. The facility advisory board will elect a Chairperson, Vice-Chairperson and a Secretary who will serve for at least one year.</p> <p>The advisory committee shall meet quarterly to address the following objectives:</p> <ul style="list-style-type: none">• To share information related to the goals and objectives of the juvenile justice system and, specifically, detention as a component of that system;• To provide a mechanism by which the community at large may better understand and further support the facility's goals and objectives;• To share community concerns related to the facility's operations;• To provide support for facility programs through fund raising activities/donations and to increase the involvement of other civic organizations;• Written minutes or recordings of each meeting shall be maintained at the facility as required by department standards, policies and procedures. <p>Copies of the minutes and sign-in sheets shall be documented and uploaded into FMS</p> <p><u>MEETINGS</u></p> <p>The Superintendent or designee will ensure that the following meetings/boards are held at a minimum of:</p> <ul style="list-style-type: none">• Bi-Monthly: Executive Management Team (consisting of Superintendent or Assistant Superintendent, Administrative staff, School Program Principal or designee, Food Service Director, Medical and Mental Health staff and Maintenance Mechanic.• Bi-Annually: All hands staff meeting• Monthly: JJDOS meetings and Food Service Meetings• Quarterly: Facility Advisory Board• Youth or staff advisory boards will be conducted at the discretion of the Superintendent or by direction of the Regional Office.	

	<p>The Superintendent or Assistant Superintendent shall utilize staff meetings to seek staff input in the development, review and determination of methods to satisfy the goals and objectives.</p> <p>A standardized agenda and minutes are prepared for all facility meetings.</p> <p>Copies of the minutes and sign-in sheets shall be documented and uploaded into FMS.</p> <p>Any tours of the facility shall be approved by the Regional Director. Juveniles touring the facility are prohibited from entering the secure area of a detention center, unless it is an educational tour that has been approved by the Regional Director.</p>
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FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.12
Subject: REPORTS		
Purpose:	To ensure that reports are completed that relate to facility operations.	
	<p>Reports related to facility operations fall into two categories, internal and external.</p> <p>Internal Reports refer to reports that are utilized regularly by officers and other facility staff in the day-to-day operation of the facility and are found in the Facility Management System (FMS). Internal reports include, but are not limited to:</p> <ul style="list-style-type: none">• Shift reports;• Incident reports;• Confinement reports;• Protection Action Response (PAR) reports;• Facility Fire/Safety Inspection report;• Perimeter report;• Contraband Inspections report. <p>All internal reports shall be completed by the end of the shift.</p> <p>External reports refer to reports that are forwarded from the facility to sources required by the Legislature, the Department or other governmental agencies. External reports include, but are not limited to:</p> <ul style="list-style-type: none">• Central Communication Center (CCC) reports;• Volunteer hours reports;• National School Lunch (NSL) meal reports;• Health Service Reports in JJIS;• Follow-up reports as required by the County Health Department;• Follow-up reports as required by the State Fire Marshal;• Reports to the Florida Abuse Hotline. <p>The Superintendent or designee shall ensure that all mandatory reports are completed and submitted by contracted providers, mental health/substance abuse, medical services and other contracted services.</p> <p>The Superintendent or designee shall ensure that the necessary information for reports generated by Facility Management System (FMS) is entered and that staff uses any additional reports that may be generated through system improvements.</p>	

	<p>The Superintendent is responsible for ensuring all appropriate information is entered into JJIS. The information in this system is used to provide necessary information about the youth.</p> <p>Persons responsible for completing required entries in JJIS shall complete the entry immediately. If it is not possible to immediately enter the information, it shall be entered as soon as feasible.</p> <p><u>Quarterly Reports</u></p> <ul style="list-style-type: none"> • The Superintendent or member of the administrative team has the responsibility of preparing a quarterly report analyzing facility operations and progress with annual goals. • The quarterly reports shall be reviewed by the Superintendent and shall be forwarded to the Regional Office by the 10th day of the month following the end of the quarter. <p><u>Corrective Action Plans</u></p> <ul style="list-style-type: none"> • The Superintendent will develop and maintain any applicable Outcome-Based Corrective Action Plans (OBAPS) in the Performance and Monitoring Management (PMM) System when indicated. • The OBCAP will contain action items and concerns expressed in Annual QI Compliance Reviews or OHS monitoring reviews. • Follow-up reviews will be conducted by the monitoring unit once the OBCAPS have been completed. • Action Plans may also be developed by Headquarters or regional staff to address Management Review issues, Safety and Security Audits, Regional Inspections or other visits. • Additionally, the Action Plans will include action taken, target date of completion, person responsible and completion date. • The Action Plans will be reviewed and updated at least quarterly.
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**DEPARTMENT OF JUVENILE JUSTICE
INTEROFFICE MEMORANDUM**

DATE:

TO: Regional Director
Detention Services _____ Region

FROM: Superintendent/ADS

SUBJECT: Quarterly Report

PERIOD COVERED:

Section I – Visitors for Quarter

Section II Significant news during the quarter

Section III Superintendent Comments

Section IV Documentation of Regional Review

FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.13
Subject: LOG BOOKS		
Purpose:	To ensure that logbooks are maintained to document all events that occur at the facility in the event other records or sources of information are lost or destroyed.	
	<p>Detention facilities shall use, at a minimum, a logbook in Master Control, one for each living area, one for each van, one for visitors, and one for contracted staff.</p> <ul style="list-style-type: none"> The logbook shall be a bound book with numbered pages so that individual pages cannot be lost or removed without detection. It is recommended that logbooks contain 300 or fewer pages. Every entry in the logbook is an official, permanent record. All entries shall be legibly written in blue or black ink and in English. The pages of the book shall be horizontally lined to facilitate making of entries. There shall be no blank lines between entries. The date and shift must be documented on the top of each logbook page. Each logbook entry must provide, if applicable, the following information: Date and time of entry, date and time of incident, name(s) of youth and staff involved, brief statement providing pertinent information, and legible initials or last name of the person making the entry. Under no circumstances shall any entry in the logbook be obliterated. There shall be no erasures, use of correction fluid, or crossed out sections that cannot be read as a result of being crossed out. Errors shall be struck through with a single line and "void" written after the error followed by the staff's initials. <p>Mod logbooks</p> <ul style="list-style-type: none"> Upon accepting the shift, the lead officer will review the previous shift's entries in the log book. Living area logbooks shall document date and time of an event, names of staff and youths involved, a brief description of the event, initials of the person making the entry and the date and time of the entry. The living area logbook shall also include documentation of any significant program activities, events and incidents to include, but not limited to: <ol style="list-style-type: none"> emergency situations, the names of the officers assigned to the living area, incidents, including those which require a Protective Action Response report, and special medical or mental health concerns or instructions for staff provided by health care or mental health personnel; Entries shall include the names and supervision levels of youth placed on Secure 	

	<p>Observation, Precautionary Supervision, or Close Supervision and any subsequent changes to their supervision levels, as well as:</p> <ol style="list-style-type: none"> 1. medical and mental health referrals, 2. population counts at the beginning and end of each shift, 3. formal population counts and emergency population counts throughout the shift, 4. all activities (hygiene, school, letter writing), 5. youth counts including any changes as they occur, 6. youth movement, 7. admissions and releases, and 8. placement of a youth in confinement to include the youth's name and any other information that would benefit subsequent shifts. <ul style="list-style-type: none"> • Logbook entries regarding medical, special needs, and mental health alerts, or other issues that may impact facility safety and security shall be highlighted. <p>Master Control Logbook</p> <p>At a minimum, the Master Control logbook, shall document:</p> <ul style="list-style-type: none"> • The name of the Master Control Operator • Emergency situations, incidents, and drills • Required population counts and youth group movement • Admissions and releases • Presence of law enforcement, DCF, or Probation personnel or other visitors • Youth placed in or released from confinement • Youths placed on or released from precautionary/secure observation, • Contacts to the Abuse Hotline and the Central Communications Center (CCC). <p>At a minimum, the Visitors logbook shall include signatures of all visitors entering the facility with documentation of their time in and out of the facility. Contracted services personnel assigned to the facility are not considered visitors and shall sign the designated logbook for contracted employees or utilize the time guardian system.</p> <p>The Superintendent or designee shall review all logbooks at a minimum of weekly. The review documentation must be highlighted.</p> <p>The Supervisor(s) shall review the Master Control logbook when accepting responsibility for the shift and review the living area logbooks daily.</p> <p>The JJDO shall review the logbook maintained in the assigned living area when accepting responsibility for that living area.</p> <p>Each logbook review shall be documented in the logbook and shall designate the name and position of the reviewer and the date and time the review was completed.</p> <p>Logbooks shall be retained for three years in a secure location and must be available for review.</p>
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FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.14
Subject: INCIDENT/CCC REPORTING		
Purpose:	To ensure consistency and expediency in reporting of all incidents. To provide a process to notify the Central Communications Center (CCC) within the required timeframe when a reportable incident may disrupt or has the potential to disrupt the normal operations of the facility.	
	<p style="text-align:center">ALL REPORTABLE INCIDENTS MUST BE CALLED IN TO THE CCC WITHIN TWO (2) HOURS: 1-800-355-2280</p> <p>Whenever a reportable incident occurs, the program shall notify the Department's Central Communications Center (CCC) within two hours of the incident, or within two hours of becoming aware of the incident. Incidents shall be called in with the basic information such as (who, what, when, where and how). If a youth is involved in the incident, a DJJ ID number must be provided.</p> <p><u>Reportable Incidents</u></p> <p>1. Program Disruption Incidents, which include:</p> <p>(a) Accident, Building Emergency, or System Malfunction: Any accident on the grounds of the facility or program, or any complete failure of an electronic or manual system that directly impacts the safety, security and welfare of department youths at a residential facility or program, juvenile assessment center, or detention center where maintenance staff cannot affect repairs within twenty-four (24) hours, and facility operations will be disrupted, or any emergency situation that requires evacuation or results in the evacuation of youths and staff from a department or provider building. This includes, but is not limited to, fire, bomb threat, or the discovery of a suspect device. Excluded are scheduled exercises, drills, and false alarms.</p> <p>(b) Discovery of Illegal or Controlled Drugs, Alcohol, Firearms, or Other Weapons: Any incident where the discovery occurred at any facility, program, office, vehicle or site operated by the department, a provider or grantee. The following are exceptions to the reporting requirement:</p> <p style="padding-left: 40px;">1. Controlled drugs properly stored and secured in a medical unit, in a staff housing unit located on the grounds of the facility/program, or in a department, provider or grant site.</p> <p style="padding-left: 40px;">2. Possession of a weapon or firearm by a certified law enforcement officer.</p> <p>(c) Contraband: Any incident or event where the discovery of unauthorized items such as cigarette lighters, tobacco products, money, cellular telephones, or other items when the possession of said items presents a potential danger to youth or staff or otherwise disrupts or threatens program safety or security at any facility, program office, or site operated by the department, a provider or grantee.</p>	

- (d) Food Boycott: Any incident where 50 percent or more of the youth population refuses to eat a scheduled meal.
- (e) Disturbance: Any situation resulting in the loss of control at a facility or program that necessitates calling in law enforcement, or other outside sources to assist in the quelling of the disturbance, and in getting the facility back under control.
- (f) Hostage Situation: Any incident where a person is held by force against his or her will to enforce the demands of the hostage-taker.
- (g) Incidents Involving Visitors: Any incident involving visitors resulting in a report to law enforcement, in an investigation or in an arrest for a felony offense.
- (h) Natural or Environmental Disaster: Any incident or event in which a state or contracted facility or program is exposed to adverse elements of nature including, but not limited to, high winds, lightning, flooding, as caused by hurricanes, or earthquake that causes damage to the physical structure interrupting the operation of the program, results in the evacuation of youths and staff, or results in injury to youths or staff. Any incident or event under this subsection involving the evacuation of a facility or program requires an update once the youth and staff return.
- (i) Media Attention: Any incident or criminal activity that has resulted in media attention. This includes incidents where media representatives were at the scene of the incident or have called with questions.
- (j) Loss or Theft of Department Vehicles, Equipment, or Youth Property: Any incident where the listed categories of property are lost or stolen regardless of incident location:
1. Any state-owned vehicle utilized by the department, a provider or a grantee.
 2. Firearms or other weapons.
 3. Keys to a facility, program, or office building, including mechanical keys, electronic keys or access cards, if they cannot be located within 2 hours.
 4. Any state-owned property, including property in the custody of a provider, with a value exceeding \$300.
 5. Computer, computer storage media, or other digital mobile device, such as cellular telephones and personal digital assistant devices, where there is a reasonable belief that the device may contain statutorily protected confidential information.
 6. A department-issued seven-point star badge.
 7. Any property of a youth with a value of \$50.00 or more that is alleged to have been lost or stolen from the facility.
 8. Any U.S. currency belonging to a youth that is alleged to have been lost or stolen from the facility.
- (k) Threatened Use or Discovery of an Explosive Device: Any incident where there is a threatened use of an explosive device or an explosive device is discovered at any facility, program, office, or site operated by the department, a provider or grantee.
- (l) Vehicle Traffic Crash: Any traffic crash involving a department vehicle or other vehicle used by on-duty staff in the performance of their duties and/or occupied by department youths must be reported to the CCC regardless of injuries.
- (m) Detention Placement Alert: Any incident where a youth in any of the following categories is admitted to a secure detention facility:
1. The admitted youth is 9 years of age or younger;
 2. The admitted youth has a formal IQ of 70 or below;
 3. The admitted youth exhibits behavior suggestive of intellectual disability or developmental disability, including significant deficits in comprehension/reasoning, language expression, or maturity level;
 4. The admitted youth is in special education classes for students with "Intellectual Disabilities" or "Autism Spectrum Disorder";
 5. The admitted youth is blind, deaf, mute, or unable to walk without the use of a

mechanical aid.

2. Escape/Abscond Incidents:

(a) Absconder:

1. Any incident in which the whereabouts become unknown for a youth who is pending an administrative transfer, committed to minimum-risk and on pre-placement status, is on an authorized home visit from a residential facility, or is on a temporary release status that was approved by the court. The incident shall only be reported after a diligent search has been completed and the court has been formally requested to order that the youth be taken into custody.

2. Any incident in which a pre-placement youth is reported by the parent or legal guardian to have run away, the family of such a youth leaves the area with the youth without notifying the department or the court of their whereabouts, or a youth fails to arrive for transport to his or her program, and when the court has been formally requested to order that the youth be taken into custody as a result of the youth's whereabouts being unknown.

3. When, through a diligent search, it is determined that a youth committed to minimum risk has absconded and the court has been formally requested to order that the youth be taken into custody. Mere absenteeism from the assigned program does not constitute absconding.

(b) Escape Attempts: Any incident involving a youth who leaves the grounds or boundaries of a secure residential facility, detention facility or juvenile assessment center, or is committed to a secure residential facility and leaves the custody of facility staff when outside the facility, must be reported as an attempted escape if the youth is apprehended immediately and facility staff maintained constant sight supervision throughout the incident.

(c) Escapes:

1. Any incident involving a youth who leaves the grounds or fenced boundaries of a secure residential facility, detention facility or juvenile assessment center, or who is committed or detained in such a place and leaves the custody of facility staff when outside the facility, must be reported as an escape regardless of the length or duration of the departure.

2. Any incident involving a youth who leaves the grounds or boundaries of a non-secure residential facility, or is committed to a non-secure residential facility and leaves the custody and sight supervision of facility staff when outside the facility, must be reported as an escape.

3. Medical Incidents:

(a) Contagious Diseases: Any incident involving contagious disease requiring the quarantining or hospitalization of at least ten percent (10%) of the total population of youths or staff or six (6) individuals, whichever number is less, within a facility or program.

(b) Employee Death: Any death of an employee while he or she is on duty.

(c) PAR Restraint, Youth or Staff Injury: Any incident involving a PAR restraint where a youth or staff member receives a serious injury from any restraint that requires medical treatment beyond standard first aid.

(d) Youth Injury: Incidents or events involving a serious injury to a youth under department supervision occurring in a department facility, at a facility-based day treatment program, contracted facility, shelter, or contract site or program must be reported to the CCC when the nature of the injury requires immediate and emergency medical care. An incident under this category is required to be reported within 2 hours of staff verifying that a serious injury has occurred with the following:

1. Broken or dislocated bones;

	<p>2. Head Injury, excluding superficial cuts, bruises, or minor swelling unaccompanied by changes in mental acuity;</p> <p>3. Eye injury involving a penetrating wound or an injury that alters vision;</p> <p>4. Acute dental injury or broken teeth.</p> <p>(e) Medical Illness: Incidents or events involving medical illness to a youth under department supervision or occurring in a department facility, at a facility-based day treatment program, contracted facility, shelter, or contract site or program must be reported to the CCC when the nature of the life threatening injury or illness requires treatment on or off site, and falls within one of the following:</p> <ol style="list-style-type: none"> 1. Heart or breathing has stopped or the person is turning blue; 2. Unconsciousness or unresponsiveness to voice; 3. CPR is initiated; 4. Severe, prolonged or uncontrollable bleeding; 5. Acute paralysis; 6 Overdose; 7. Acute or prolonged abdominal pain; 8. Acute or prolonged chest pain; 9. Fever of 103 degrees or higher; 10. Inability to urinate for eight (8) hours; 11. Ingestion of a poisonous or potentially poisonous substance; 12. Seizure due to an undiagnosed medical condition, i.e. Epilepsy; 13. Complications of pregnancy; 14. Unscheduled hospital or other healthcare facility admission requiring an overnight stay. This does not include scheduled medical procedures, treatment, or surgeries; 15. Any illness, disease, or other medical condition, or life endangering safety code violation, which requires reporting to the County Health Department, Board of Health, or other healthcare agency. <p>(f) Youth Death: Any death of a youth occurring while under department supervision.</p> <p>(g) Youth Dependent Medical: Any biological child of a youth who receives off-site, non-scheduled emergency medical attention while in direct custody of the department.</p> <p>4. Mental Health and Substance Abuse Incidents:</p> <p>(a) Self-Inflicted Injury: Any incident of self-inflicted injury that occurs at a department facility, juvenile assessment center, day treatment program, contracted facility, shelter, contracted site or program resulting in physical injuries, marks or bruises requiring immediate, emergency treatment. Self-inflicted injury means any deliberate action taken by the youth to harm himself or herself, but is not necessarily associated with suicide ideation or suicide intent.</p> <p>(b) Suicide Attempts: Any incident of a suicide attempt that occurs in a department facility, juvenile assessment center, day treatment program, contracted facility, shelter, contracted site or program requiring emergency medical services. Suicide attempts that do not require outside medical attention or emergency medical services, but which are believed to be potentially serious or life-threatening must also be reported to the CCC. When in doubt if the attempt was potentially serious or life-threatening, it shall be reported to the CCC.</p> <p>5. Complaints Against Staff Incidents:</p> <p>(a) Force: Any alleged use of force including Protective Action Response (PAR) that results in an allegation of abuse. For STAR Programs, any PAR incident where a youth is alleged to have been subjected to harmful psychological intimidation techniques or to violations of Chapter 63H-1, F.A.C., must be reported to the CCC.</p>
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	<p>(b) Accessing, Downloading or Introducing Sexually Explicit Material: Any incident of accessing, downloading or introducing sexually explicit material by a department provider, grant employee, volunteer or intern while on duty or on the premises of a department or provider facility, program, office, or site operated by the department, a provider, or grantee that is unrelated to their official duties.</p> <p>(c) Sexual Misconduct: Any allegation involving the staff of a department facility, facility-based day treatment program, contracted facility, shelter, contracted site, or program, initiating and/or engaging in sexual misconduct or contact with a youth or youth's family while the youth is under department supervision.</p> <p>(d) Improper Relationship: Any allegation involving the staff of a department facility, facility-based day treatment program, contracted facility, or program receiving department funding initiating and/or engaging in a relationship outside their scope of employment with a youth or youth's family while the youth is under department supervision.</p> <p>(e) Employment Prior to Background Screening: Any incident occurring in a department facility, juvenile assessment center, day treatment program, contracted facility, shelter, contracted site or program where an applicant is utilized as an employee, volunteer, mentor, or intern prior to receiving an eligible rating on a department background screening.</p> <p>(f) Employee Arrest: Any arrest of a department or contract employee, including grant employees, volunteers and interns.</p> <p>(g) Falsification of Records or Documents: Any incident of falsification of records or documents with the intent to deceive or mislead related to any youth or to services provided to any youth where the youth is in custody of the department, under the supervision of the department, with a case pending before the court, or receiving services funded in whole or in part by the department. This includes youth served by prevention contracts and grants.</p> <p>(h) Criminal Activity: Any incident or event of suspected or actual criminal activity occurring in a department facility, juvenile assessment center, day treatment program, contracted facility, shelter, contracted site, or program involving department or provider staff, volunteer, intern, or grant staff.</p> <p>(i) Unauthorized Release: Any incident or event where a youth is improperly released from any state operated or contracted residential facility, secure detention center or juvenile assessment center. This includes the release of a youth from a shelter when the placement is pursuant to a court order.</p> <p>(j) Health or Mental Health/Substance Abuse Services Complaint: Any known or reasonable suspicion of an improper action or omission of medical, mental health or substance abuse services that could potentially cause grave harm or injury to the youth by any administrative or direct-care staff, regardless of licensure, at a department facility, facility-based day treatment program, contracted facility, shelter, contracted site or program. This includes:</p> <ol style="list-style-type: none"> 1. Denial of care, services or treatment; 2. Narcotic inventory discrepancy; and 3. Omitted medications. <p>(k) Other Agency Investigations: The CCC must be notified when an agency other than the department is present at a department facility, at a facility-based day treatment program, contracted facility, shelter, contracted site, or program to conduct an investigation of physical abuse, sexual abuse, neglect, or medical neglect.</p> <p>(l) Use of Intoxicating Substances: Any incident of use of alcohol or illegal drugs by a department employee, provider employee, or grant employee while on duty or on the premises of a department or provider facility, program office, or site operated by</p>
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department, provider or grantee.

(m) Threats by Staff: Any allegation where there are threats of violence between staff at a department or provider facility, program, office, or site operated by the department, provider or grantee.

6. Youth Behavior Incidents:

(a) Battery: Any battery occurring in a department facility, facility-based day treatment program, contracted facility, shelter, contracted site, or program that results in a law enforcement arrest.

(b) Felony Activity or Incidents Involving Youths on Community Supervision: Any arrest of a youth for a capital offense or life felony, when as a result of the youth's actions a victim died or sustained serious injury.

(c) Felony Arrests of Youth for Violations Committed While in Custody: Any incident involving felonious acts committed while in a department facility or program, including juvenile assessment centers and facility-based day treatment, minimum-risk programs, or shelters, resulting in an arrest.

(d) Youth on Youth Sexual Contact: Any alleged incident or event occurring in a department facility, juvenile assessment center, day treatment program, contracted facility, shelter, contracted site or program where youths engage in sexual contact with one another. Additionally, any alleged sex act which may constitute a form of sexual battery as defined in Section 794.011, F.S., occurring in a department facility, juvenile assessment center, day treatment program, contracted facility, shelter, contracted site, or program in which there is obvious injury or physical evidence to support the allegations will be reported regardless of the elapsed time.

All incidents are to be reported by telephone. At the request of the CCC additional information may be sent via fax or email. If it is not possible for staff to adhere to the two (2) hour timeframe, the officer in charge will provide an explanation to the CCC duty officer. For calls after midnight to the CCC, the caller will leave a message. These calls must still be made within the two-hour timeframe. The Supervisor will document the time of the message in the Master Control Log and supervisor summary of the shift report.

The Regional Director, Superintendent, or designee shall be contacted as soon as possible via telephone, or by email if the telephone contact is not successful.

In cases where incidents (IG, abuse, etc. are suspected to have occurred) video shall be retained until the issue is resolved and retained with the investigation for a period of three years.

NOTE: Any staff member having knowledge of or suspecting abuse may have occurred is obligated by law to report such incidents.

10 AM Update:

- Administrators or supervisors will complete the 10 AM update on JJIS in the CCC section.
- This may be called into CCC by phone.
- Update JJIS with information pertinent to the situation using the 10 AM update wizard
- All supervisors on duty at the time of the update are responsible for completing the update on JJIS. Email the other supervisors and administration when you have completed the 10 AM update.

- If a youth is sent to the ER or Hospital, the CCC needs to be updated with any change of status, for example, if the youth is admitted or if the youth returns from ER or hospital. Be prepared to state to CCC what the hospital did to treat the youth. These updates must be done as soon as possible but by the end of the shift on which the youth's change of status occurs.
- Any other updates can be called into the CCC.

Incidents Alleging Harm or Potential Harm to Youth

In order to enhance youth safety and properly address allegations of inappropriate employee actions, all Regional Directors, regional employees, Superintendents, and detention center employees shall immediately implement the following procedures.

If an allegation is reported to the Central Communications Center alleging a youth was injured or placed in a position of physical or mental harm due to inappropriate employee action, the following actions shall be taken:

1. An investigation shall be commenced immediately, to include:
 - The victim youth shall be observed and all marks, bruises or injuries noted on a body chart. This shall be conducted by medical, if available. If medical is not available, a Juvenile Detention Officer Supervisor shall conduct the observation.
 - The victim youth shall be seen by medical at the first availability of medical staff. If the youth complains of pain or discomfort and medical staff is not on duty, the youth shall be taken to off-site medical treatment.
 - The Superintendent or designee shall review available CCTV recordings to obtain information. The CCTV tape covering the time during which the alleged incident occurred shall be stored in a physically secure area with limited employee access until the investigation is completed and necessary action has been taken.
 - Youth and staff shall be interviewed and their statements documented. If law enforcement becomes involved in the alleged incident and there is a possibility of criminal charges, interviews with the employee alleged to have committed the inappropriate action shall be discontinued until law enforcement authorizes the Department to continue interviews.
2. If there is no visible physical injury or evidence indicating a youth was placed in danger and information is provided and documented contradicting the allegation, the employee alleged to have committed the violation shall remain on duty pending completion of the investigation.
3. If there is no visible physical injury or evidence indicating a youth was placed in danger and no information is provided and documented contradicting the allegation, the employee alleged to have committed the violation shall immediately be removed from direct contact with youth pending completion of the investigation.
4. If there is an observable injury or clear indication a youth was placed in danger or information is provided and documented supporting the allegation, the employee alleged to have committed the violation may be placed on Administrative Leave with pay pending completion of the investigation.

	<ul style="list-style-type: none">▪ Any employee placed on Administrative Leave with pay shall be required to be available by telephone Monday through Friday, 8:00 AM to 5:00 PM.▪ Any employee placed on Administrative Leave with pay shall be required to report to the appropriate regional office by telephone at least one time between the hours of 8:00 AM and 12:00 PM and at least one time between the hours of 1:00 PM and 5:00 PM, Monday through Friday.
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FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.15
Subject: RECORDS REQUESTS/SUBPOENAS		
Purpose:	This is the procedure for submitting records requests and subpoenas to Headquarters.	
	<p>Records Requests</p> <p>Any request for records of a youth in a detention center, or a youth who was formerly in a detention center, must be processed through Headquarters.</p> <p>All records requests received should be immediately scanned by the Superintendent, or designee, and forwarded to the Headquarters' records liaison.</p> <p>The Headquarters' liaison will log the request and submit the request to the General Counsel's Office public records unit.</p> <p>The Headquarters' liaison will notify the center identified in the records request by email, and copy the Regional Director, of the records that are needed from the facility.</p> <p>Once the requested records are gathered by facility staff, they must be either mailed or emailed to the Headquarters' records liaison for processing.</p> <p>The Headquarters' liaison will forward the records to the General Counsel's Office public records unit.</p> <p>Records requests should be processed in a timely manner to ensure that any deadlines mandated in the requests are met.</p> <p>Subpoenas</p> <p>All subpoenas, including those for records and appearances in court, that are received by facility superintendents must be scanned and forwarded to the SMAII in Detention Services Headquarters for processing.</p> <p>The SMAII will forward the subpoena to the General Counsel's Office for their review and recommendation.</p> <p>The recommendation from the General Counsel's Office will be forwarded to the facility superintendent for any action to be taken.</p> <p>Subpoenas should be processed in a timely manner to ensure that any deadlines mandated in the subpoenas are met.</p>	

FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.16
Subject: NOTIFICATION OF YOUTH DEATH/LIFE THREATENING SITUATION THAT MAY RESULT IN DEATH		
Purpose:	This is the procedure for notification of death of a youth or of a youth in a life threatening situation.	
	<p>Should a youth die, or have a life threatening incident that may result in death, while in a detention center, the following procedure shall be followed:</p> <ul style="list-style-type: none"> • Notifications shall be made to the appropriate facility and regional staff; • The regional staff will notify the Assistant Secretary for Detention Services; • The Assistant Secretary will notify the Secretary; • The Chief Probation officer; • Law Enforcement and • A report shall be filed with the Central Communication Center (CCC). <p>In addition to the required reports to Department and other officials, the parent/guardian shall be notified as follows:</p> <ul style="list-style-type: none"> • The Superintendent or Regional Director shall provide immediate notification to the parent/guardian by personal visit. Every effort shall be made to have a member of the clergy or a licensed mental health professional to accompany the Superintendent or Regional Director. Law enforcement may also be contacted to accompany staff making the notification. • If attempts to contact the parent/guardian are unsuccessful, assistance from departmental entities and local law enforcement agency shall be requested. Efforts to contact the parent/guardian must persist until notification is provided. <p>After the parent/guardian has been notified, the Regional Director or the Superintendent shall make a follow-up face-to-face contact within seventy-two (72) hours.</p> <p>The Secretary, Deputy Secretary or Assistant Secretary shall also make contact with the parent/guardian.</p> <p>Evidence Protection</p> <ul style="list-style-type: none"> • Staff must preserve and protect any potential crime scene until appropriate steps can be taken to collect any evidence. • Video evidence must be maintained from the time the youth entered the facility until the incident occurred. 	

	<ul style="list-style-type: none">• Staff must ensure that no actions are taken that could destroy physical evidence including washing the victim, changing the victim's clothes or cleaning up any bodily fluids from the victim, removing laundry, clothing or other items from the youth's room or from the area the youth last occupied.
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FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.17
Subject: PEST CONTROL/WASTE DISPOSAL		
Purpose:	To ensure that the facility contracts with an authorized, licensed pest control company who provides extermination services to keep the facility free of vermin, pests and excess waste.	
	<p><u>Pest Control</u></p> <p>The detention center will maintain a yearly contract with a licensed pest control professional to provide pest and vermin control services which include at a minimum:</p> <ul style="list-style-type: none">• Monthly facility inspection for vermin and pests;• Pest control services;• Emergency pest control services as required. <p>When conducting inspections, personnel will look for possible or potential vermin and pest problems. The maintenance mechanic will maintain a record of all pest control problems and services rendered.</p> <p>A staff member will be assigned to escort the pest control professional and accompanying staff member will ensure that any poisons or pest control substances are not placed in areas accessible to youth. The kitchen and dining room area shall not be exterminated during meals or food preparation times.</p> <p>Should any staff member observe evidence of any pest or vermin, they shall complete a maintenance work order. The Superintendent and maintenance mechanic will determine if the pest control vendor should be called.</p> <p><u>Waste Disposal</u></p> <p>All waste material shall be removed from the facility as soon as possible or at least by the end of the shift. Garbage and other waste material are to be placed in a dumpster located outside the facility.</p> <p>Garbage containers shall be washed weekly or as needed by the kitchen/maintenance personnel.</p>	

FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.18
Subject: PHYSICAL PLANT/INSPECTIONS		
Purpose:	To ensure that the Superintendent or designee has systems and/or programs, contracted or otherwise, in place to address facility needs related to maintenance and repair to make the facility as safe as possible for staff and youth.	
	<p>A facility maintenance plan shall be developed to address:</p> <ul style="list-style-type: none"> Integrity of the facility structures; Mechanical systems; Electrical systems; Communication and surveillance systems; Commercial food service equipment; Systems related to pest control, garbage removal and upkeep of the facility grounds; Systems related to fulfilling local and state health and sanitation requirements; Systems related to fire safety, disaster preparedness and the operation of the emergency generator. <p>Documentation of issues outlined above shall be maintained as required by state, department, facility and/or local guidelines, policies and procedures. Inspections shall be conducted, including but not limited to:</p> <p><u>Outside Vendors</u></p> <ul style="list-style-type: none"> Annual Fire Alarm inspection Annual Fire Hydrant inspection Annual Back Flow inspection (for Sprinkler System) Annual generator inspection Annual Fire Marshal inspection Annual Fire Extinguisher Inspection Bi-Annual A/C Coil Wash and Pressure Test Health Department inspection in Food Service (3-4 times per year) Quarterly sewer pump Monthly A/C Inspection Filter Change <p><u>Facility Staff</u></p> <ul style="list-style-type: none"> Daily Fire Safety Housekeeping and Security Inspection (FSHSI) by the JJDOS and weekly by the Superintendent or ADS Weekly kitchen inspection (Food Service Director) Monthly facility fire extinguisher inspection 	

	<ul style="list-style-type: none"> • Monthly First Aid Kit inspection • Monthly Security Light inspection (Maintenance Mechanic) • Monthly Chemical and Supply Inventory (Maintenance Mechanic) • Both the Superintendent and the Assistant Superintendent(s) must visit each youth mod at a minimum of one time a week. This must be documented in the mod log book. <p>All facility staff shall be trained to complete a maintenance work order in FMS. Facility maintenance staff will address these issues in a timely manner.</p> <p>Any facility maintenance issue deemed to be an emergency or exceeding \$1,000 will be immediately referred to the Regional Office General Services staff.</p> <p>Each detention facility is responsible for ensuring the physical plant and its grounds are maintained in a safe and sanitary manner.</p>
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FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.19
Subject: FOOD SERVICE		
Purpose:	To ensure that the detention center provides meals that are nutritionally balanced, well-planned and of sufficient quantity and quality to meet the needs of the youth.	
	<p><u>Nutrition</u> The nutritional needs of the youth shall be met per dietary requirements consistent with the Dietary Guidelines for Americans established through the Department of Health and Human Services and Department of Agriculture (USDA).</p> <p>A 28-day menu cycle shall be implemented and shall be reviewed and approved annually by a licensed dietitian.</p> <ul style="list-style-type: none"> • A minimum of two (2) hot meals shall be served daily; • No more than fourteen (14) hours shall pass between the dinner and breakfast meals; • A nutritious evening snack shall be provided; • Special dietary needs of youth due to health or religious reasons shall be met when verified by medical or religious authorities; • All youth are allowed to choose between two (2) kinds of milk for lunch: unflavored 1% or skim chocolate milk. • An after school snack will be provided on days school has been in session. <p>Use of required meals and snacks in the facility's behavior management system is prohibited. The trading and/or giving of food between youth is prohibited.</p> <p><u>Meal Times</u> <u>Breakfast</u>- No earlier than 6:00am <u>Lunch</u>- No earlier than 11:00am <u>After School Snack</u>- No later than 3:30pm <u>Dinner</u>- No earlier than 5:00pm <u>Evening Snack</u>- No earlier than 7:30pm</p> <p>Food Service Employees must:</p> <ul style="list-style-type: none"> • Take breaks and meals in a designated area away from production and service; • Eat and drink in designated areas only, never in the work area. Drinking from a closed 	

container is permitted in the production area;

- Detention officers or provider staff are not permitted in the food service area. Supervisors may retrieve meals for new intakes.

Meal Sales

Meal tickets will be sold to staff by administration. The cost of breakfast, lunch and dinner is \$2.00. The tickets are two-part. Staff will get one and the other is dropped into an envelope with the money.

Food Service staff will collect the ticket from staff and log the meal. Staff meals are given at the end of each meal to ensure there is enough for the youth. Food Service staff does not handle money. No ticket = no meal. Administration will reconcile the tickets and money at the end of the month and forward this to headquarters along with a money order.

In the absence of administration, staff will need to purchase tickets in advance or the Superintendent may designate supervisors who can sell tickets.

Special Diets

Medical staff will complete a dietary alert on the Juvenile Justice Information System (JJIS) for any youth who requires a special diet and/or precaution. The list of dietary alerts will be printed by the shift Supervisor and given to the kitchen staff at the beginning of both awake shifts. New alerts that come in during the shift will be phoned to the food service staff with a follow-up email.

National School Lunch Program (NSLP)

- Officers assigned to monitor meal time will physically count and hand out utensils in the area they are assigned. The same officer will collect and dispose of the utensils after the meal.
- In addition, the officer will use a youth roster to check off the name of each youth being served.
- If the youth is being served a meal and a milk (or substitute for lactose youth), his/her name will be checked.
- If a youth is being served lunch but their name is not on the roster, it shall be added at the end of the page and checked off. No other writing or marking shall be on the meal rosters. The officers cannot check the name if the youth does not take a milk.
- A monthly meal count report is completed each month and forwarded to the regional office. After school snacks, dinner and evening snacks shall be checked off.
- All youth and staff in the facility, except those on special diets, shall eat the same meals.

Food Service Director/Staff

Each facility Food Service Director will seek to obtain a ServSafe Certification within thirty (30) days of hire. It is recommended that all Food Service Staff obtain this certification.

Kitchen Safety

When using a knife during preparation of meals, the kitchen staff is required to wear a cutting glove to prevent injury.

For any other food service procedures, refer to the DJJ Food Service Manual.

Florida Department of Juvenile Justice

DAILY AFTERNOON/EVENING MEAL COUNT SHEET

Date: _____

Instructions: Mark through each number beginning with 001 as a meal is served. (001)

AFTER SCHOOL SNACK				DINNER				EVENING SNACK				BAG MEALS	
001	031	061	091	001	031	061	091	001	031	061	091	001	031
002	032	062	092	002	032	062	092	002	032	062	092	002	032
003	033	063	093	003	033	063	093	003	033	063	093	003	033
004	034	064	094	004	034	064	094	004	034	064	094	004	034
005	035	065	095	005	035	065	095	005	035	065	095	005	035
006	036	066	096	006	036	066	096	006	036	066	096	006	036
007	037	067	097	007	037	067	097	007	037	067	097	007	037
008	038	068	098	008	038	068	098	008	038	068	098	008	038
009	039	069	099	009	039	069	099	009	039	069	099	009	039
010	040	070	100	010	040	070	100	010	040	070	100	010	040
011	041	071	101	011	041	071	101	011	041	071	101	011	041
012	042	072	102	012	042	072	102	012	042	072	102	012	042
013	043	073	103	013	043	073	103	013	043	073	103	013	043
014	044	074	104	014	044	074	104	014	044	074	104	014	044
015	045	075	105	015	045	075	105	015	045	075	105	015	045
016	046	076	106	016	046	076	106	016	046	076	106	016	046
017	047	077	107	017	047	077	107	017	047	077	107	017	047
018	048	078	108	018	048	078	108	018	048	078	108	018	048
019	049	079	109	019	049	079	109	019	049	079	109	019	049
020	050	080	110	020	050	080	110	020	050	080	110	020	050
021	051	081	111	021	051	081	111	021	051	081	111	021	051
022	052	082	112	022	052	082	112	022	052	082	112	022	052
023	053	083	113	023	053	083	113	023	053	083	113	023	053
024	054	084	114	024	054	084	114	024	054	084	114	024	054
025	055	085	115	025	055	085	115	025	055	085	115	025	055
026	056	086	116	026	056	086	116	026	056	086	116	026	056
027	057	087	117	027	057	087	117	027	057	087	117	027	057
028	058	088	118	028	058	088	118	028	058	088	118	028	058
029	059	089	119	029	059	089	119	029	059	089	119	029	059
030	060	090	120	030	060	090	120	030	060	090	120	030	060

**REMINDER* Meal counts cannot exceed the number of youth in attendance.*

Total Snacks Served:

(-) Youth in Confinement:

= After School Snacks Claimed

Dinners

Evening Snacks

Bags

Supervisor
signature

Supervisor
signature

Supervisor
signature

Supervisor
signature

FLORIDA DEPARTMENT OF JUVENILE JUSTICE
Regional Juvenile Detention Center
Facility Operating Procedures

Detention Center Superintendent:	Review Date:	Section: 1.20
Subject: ELECTRONIC MONITORING		
Purpose:	This policy establishes guidelines and procedures for the operation of a statewide electronic monitoring (EM) program, which utilizes Global Positioning System (GPS) devices as a community-based alternative to secure detention.	
	<p>Youth must be court-ordered to participate in the EM program. While any youth who is under the supervision of the Department may be eligible to participate, the following are the primary populations to be served and the procedures for placement:</p> <ul style="list-style-type: none">Youth that meet secure detention criteria as determined by the Detention Risk Assessment Instrument (DRAI), but the court determines that it is appropriate for the youth to remain in the community on EM pending disposition. At the 24-hour detention hearing, Department staff may make appropriate EM recommendations to the court based upon the assessment of risk (i.e. DRAI and PACT), any information gathered prior to the hearing, such as level of parental involvement, and whether or not the youth poses a risk to public safety and/ or is a risk to not appear at a subsequent hearing. The court shall make the final determination as to whether or not the youth is suitable for participation in the EM program. These youth will also be placed on home detention by the court and will require the use of the home detention agreement form in JJIS. The youth will remain on EM as long as he/she is court-ordered to wear the GPS device. <p>All youth that are court-ordered to participate in the EM program will be directed to the regional juvenile detention center where detention staff shall install the GPS device. Detention staff will only install the device if they have a copy of the written EM court order. Each circuit will determine the best method for ensuring that the detention center receives the court order. Detention staff will NOT create the official EM schedule for participating youth, but they will enter a one-hour grace period to allow travel time for the youth and family to get home. If the youth lives more than an hour away from the detention center the JPO may contact the detention center by telephone to request an additional 30 minutes for travel purposes only. Detention staff shall instruct the youth and parent(s)/guardian(s) that they are required to go straight home and that failure to do so may result in a violation of EM supervision. Detention staff will send email notification to the assigned JPO and applicable JPO Supervisor once the EM unit is active. Excluding weekends/holidays, the JPO shall enter the youth's official schedule and zone information (to include inclusion and exclusion zones) within twenty-four (24) hours of the youth's placement on EM.</p>	

	<p>When the youth's court-ordered placement on EM has expired, the JPO will instruct the youth to return to the detention center with the EM unit charger to have the EM unit deactivated. Detention staff will not remove the EM unit without a court-order or written notification (i.e. email) from a JPO stating that the youth is to be removed from the EM program. Once written notification is provided, Detention staff will cut the EM unit off of the youth's ankle and deactivate the unit in the EM provider's monitoring database.</p> <p>In circuits where there is no detention center, a JPO shall install the GPS device and enter the youth's schedule and zone information (to include inclusion and exclusion zones) into the provider's secure EM database. JPO installations can be done at the courthouse, JPO field office, youth's home, or other location(s) approved by circuit management. Using the provider's secure EM database, the Chief Probation Officer (CPO) or designee, will review the placement and schedule information for each youth within twenty-four (24) hours to ensure that the appropriate zone(s) and monitoring schedule are entered. When the youth's court-ordered placement on EM has expired, he/she will return to the JPO to have it removed.</p> <p>The youth and family will be provided with a copy of the monitoring schedule entered in the EM provider's database and will sign and receive a copy of the EM agreement.</p>
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