

YOUTH SERVICES POLICY

Title: Shift Packet Composition and Procedures	Type: C. Field Operations Sub Type: 2. Security Number: C.2.29
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References: ACA Standards 4-JCF-2A-10 and 4-JCF-2A-11 (Performance-Based Standards For Juvenile Correctional Facilities); A.1.4 “Investigative Services”, A.1.14 “Unusual Occurrence Reports”, C.2.3 “Searches of Youth”, C.2.4 “Searches of Employees”, C.2.5 “Searches of Visitors – Secure Care”, C.2.6 “Use of Interventions – Secure Care”, C.2.18 “Perimeter Security for Secure Care Facilities”, C.2.19 “Youth Counts, Movements and Facility Rounds” and C.2.23 “Control Centers at Secure Care Facilities”	
STATUS: Approved	
Approved by: Otha “Curtis” Nelson, Jr., Deputy Secretary	Date of Approval: 07/13/2023

I. AUTHORITY:

Deputy Secretary of Youth Services (YS) as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

II. PURPOSE:

To provide secure care employees guidelines in assembling a shift packet, transmitting that shift packet to the appropriate facility personnel and record keeping guidelines. The primary purpose of the shift packet is to provide a record which has the relevant documents related to incident(s) that occur on a particular shift.

III. APPLICABILITY:

All secure care facility employees, including supervisors, JJS’s and contract providers.

IV. DEFINITIONS:

Contract Provider – An outside entity or company, inclusive of all employees, that provides materials and services on a contract under the supervision of Youth Services.

Juvenile Justice Specialist (JJS) – Provides security of youth and assists in application of clinical treatment in accomplishing the overall goal of evaluation and/or treatment of individuals judicially remanded to a YS secure care facility.

Operations Shift Supervisor (OSS) – An employee who is responsible for a range of duties which includes, but is not limited to the following: supports management in maintaining a safe, secure facility; oversees administrative and operational security activities during specific shifts; manages employees during each assigned shift; ensures adequate security coverage; leads count procedures; oversees the custody, supervision and control of secure care youth; manages frontline security employees; assists in controlling youth movement; assists in directing the use and issuance of keys, locks and security equipment.

Secure Care Facility – "a living environment characterized by a range of moderate to high security level facilities that include construction, fixtures and staff supervision designed to restrict the movements and activities of the residents, and to control, on a 24-hour basis, the ability of the residents to enter and leave the premises, and which are intended for the treatment and rehabilitation of children who have been adjudicated delinquent." [La. Ch. Code Article 116(24.2).]

The secure care centers operated by YS are as follows:

- Acadiana Center for Youth (ACY)
- Acadiana Center for Youth @ St. Martinville (ACY-SM)
- Bridge City Center for Youth (BCCY)
- Bridge City Center for Youth @ West Feliciana (BCCY-WF)
- Swanson Center for Youth (SCY)
- Swanson Center for Youth @ Columbia (SCYC)

Shift Packet - A packet of information compiled by each OSS which contains relevant documents related to incident(s) that occurred on a particular shift.

Shift Report - A summary of the activities on a particular shift.

Unusual Occurrence Report (UOR) – A document that must be completed by staff to report incidents or observations of events that may have an impact on any aspect of the agency. UOR forms shall be made available to all employees, working all areas at all times. Employees must complete and submit a UOR prior to the end of their tour of duty on the day the incident was observed or comes to the employee's attention in any way. If a UOR form is not available, the employee must use any paper available to report the pertinent information. UORs may also be submitted by email. (Refer to YS Policy No. A.1.14)

YS Employee – For the purposes of this policy, a YS employee includes employees, contract providers, visitors, volunteers or interns.

V. POLICY:

It is the Deputy Secretary's policy that written procedures and guidelines exist to ensure the proper creation, assembly and filing of shift packets in OJJ secure care facilities. Shift packets document the activity of a particular shift and can be used by leadership and auditors to identify areas for improvement.

Facility Directors shall ensure that all direct care supervisory staff are familiar with the contents of this policy and develop internal procedures, if needed, to assure the creation, assembly and filing of shift packets.

VI. COMPOSITION OF A SHIFT PACKET:

A. The following items make up the Shift Packet:

1. Unusual Occurrence Reports [see YS Policy A.1.14 Attachments (a) and (b)];
2. Use of Force Reports;
3. Accident Incident (A & I) Reports [see YS Policy B.6.4 Attachment (a) and AI Tracking Document];
4. Secure Care Search Report [see YS Policy C.2.3 Attachment (a)];
5. Shift Roster Report;
6. Daily Search Report Supervisor Monitoring Log;
7. Daily Altercation Roster;
8. Code of Conduct Reports [see YS Policy B.5.1 Attachment (a)];
9. I.S. Youth Telephone Check Form [see YS Policy A.1.4 Attachment (c)]; and
10. Midnight Breakdown Count (this comes from the Control Center).

B. The following items are gathered at the same time the Shift Packet is created, but **are not** placed into the Shift Packet:

1. Youth Witness Statements (generally attached with the A&I Reports), the Witness Statements should be emailed to Directors and IS;
2. Daily Door/Lock/Key Inspection Reports (see YS Policy C.2.13), emailed/sent to the Key Control Officer, Maintenance, Directors, JJS6 and JJS7;
3. Daily Transfer Sheet (movement sheet generated by the Control Center), should stay in a file in the Control Center;
4. Daily Housekeeping Inspection Report, should be emailed/sent to the Safety Officer, Group Leaders, Maintenance, JJS6 and JJS7;
5. Daily PREA Report, should be emailed/send to the PREA Coordinator, Directors, JJS6 and JJS7; and
6. DA Forms 2000 & 3000, should be emailed/sent to the Safety Officer, IS, Directors and the Human Resources Office.

VII. ASSEMBLING AND FILING THE SHIFT PACKET PROCEDURES:

A. The Operations Shift Supervisor should start by generating the Shift Coverage Form, which shows where staff were assigned to work and who was not present and the type of leave taken, called in, etc. It is the Operations Shift Supervisor's responsibility to generate this document.

- B. Next, the Operations Shift Supervisor should generate the Daily Facility Status Report/Daily Altercation Roster, which lists the number of vacancies, breaks down assaults (Youth on Youth, Staff on Youth, etc.) and breaks out injuries into Categories A, B, and C.
- C. The Daily Shift Report breakdown should be generated by the Operations Shift Supervisor, which lists the count of youth on campus by dorms, the number of JJS, the number of staff who are late, use of mechanical restraints, physical coverage, medical coverage, work orders and maintenance problems.
- D. The Operations Supervisor should then generate the Supervisory Monitoring Log [twice (2)] per twelve (12) hour shift. It is the responsibility of the Operations Shift Supervisor to ensure Supervisor Monitor Logs are completed.
- E. The Operations Shift Supervisor should then gather the Perimeter Fence Check UORs [four (4)] per 12 hour shift. It is the Operations Shift Supervisor's responsibility to **ensure** that the Perimeter Fence Checks are done.
- F. Next, Form C.2.3 (a) should be generated by the Operations Shift Supervisor and is completed for staff prior to taking a shift and any youth returning from off campus trips, off campus work details and each dormitory.
- G. Any A&I reports done during the shift should be included as well as a UOR explaining if an injury or injuries were sustained.
- H. Code of Conduct reports and the Use of Force Form C.2.6 (a), if required, is placed in the Shift Packet. Form C.2.6 (a) is to be completed by the Operations Shift Supervisor.
- I. Any other items listed in VI.A above are to be added to the Shift Packet if applicable.

The Shift Packet is then to be scanned by the Operations Shift Supervisor and emailed to a distribution group, prior to the end of their tour of duty. The group shall include facility personnel such as the Directors, JJS6, JJS7, Shift Commanders, Group Leaders, Social Services, Safety Officer, Family Liaison, Investigative Service Investigators, Key Control, PREA Coordinator, Youth Facilities Director - Statewide, Deputy Undersecretary, Control Center Operators, Maintenance, etc.

The Operations Shift Supervisor shall follow facility internal procedures (Post Orders, SOP's, Facility Director statements) as to where to physically file the Shift Packet.

The Operations Shift Supervisor is then responsible for emailing and filing the documents listed in Section VI.B after the completion of the shift.

VIII. STAFF DEVELOPMENT:

- A. All new direct care secure care facility employees shall receive on the job training on this policy within 30 days of appointment to their position, and annually thereafter.

Previous Regulation/Policy Number: N/A

Previous Effective Date: 06/14/2022

Attachments/References: