YOUTH SERVICES
POLICY

Title: Unusual Occurrence Reports	**Type:** A. Administrative **Sub Type:** 1. General **Number:** A.1.14
	Page 1 **of** 10
References: ACA Standard 4-JCF-2A-19 (Performance-Based Standards For Juvenile Correctional Facilities) and ACA Standard 2-7168 (Juvenile Probation and Aftercare Services); YS Policies with reference to an Unusual Occurrence Report and applicable ACA Standards are listed on Attachment A.2.14 (a)	
STATUS: Approved	
Approved By: *James Bueche, Ph.D., Deputy Secretary*	**Date of Approval:** 02/19/2020

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 establish the procedures for reporting incidents or observation of events that may have an impact on any aspect of the operation of YS.

III. APPLICABILITY:

All YS employees, contract personnel and volunteers.

IV. DEFINITIONS:

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.

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.

Training Records Entry Completed (TREC) – The database used to track training hours of YS employees at some secure care facilities.

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.

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 all YS employees shall complete an "Unusual Occurrence Report" (UOR) [see A.1.14 Attachment (a)] on any incident or observation which affects the accomplishment of the agency's mission and guiding principles.

NOTE: Report any unsafe or dangerous conditions and/or hazardous materials immediately!

VI. GENERAL INFORMATION/HELPFUL HINTS:

In order to ensure agency wide consistency, Attachments A.1.14 (a), the "Unusual Occurrence Report" form and A.1.14 (b), the "UOR Supplemental Page", shall not be altered in any way without prior approval of the Deputy Secretary of Youth Services.

Policies with reference to a UOR and applicable ACA Standards are listed on Attachment A.1.14 (c).

UOR is a term used to describe the document utilized by employees in all units of YS to report incidents or observation of events that may have an impact on any aspect of the operation of the agency. **Observations are not always written up only to point out problems/issues, but should also be done in order to alert staff to issues that directly affect compliance in some way, shape or form, in order to better assist those responsible for oversight in designated areas.**

The following non-inclusive list is for illustration purposes only to show examples of incidents/events which are considered "unusual occurrences". The watchword for completing a UOR is that "if not sure one is required, WRITE THE UOR about anything the slightest bit unusual". An employee shall not be written up for writing a UOR that is truthful, but may be disciplined for failing to write one when necessary.

A. Examples of a ***GENERIC NATURE*** are as follows:

1. Allegations of abuse/neglect that a youth brings to an employee's attention or that are witnessed;
2. A use of force or physical intervention is witnessed or heard about;
3. Any incident resulting in a reportable injury;
4. Keys are retrieved for a vehicle and upon entering the vehicle, either trash is found in the vehicle, the first aid kit is missing, there is no fire extinguisher, or the log was not completed by the prior person using the vehicle, etc.;
5. When illegal weapons, drugs, or any contraband are found during searches;
6. When an employee has knowledge of any kind about a criminal act allegedly committed by another employee or any other person in a YS office or facility;
7. If an employee has been the victim of or has knowledge of a criminal act committed by a youth in secure care or under supervision, (unless the youth has been arrested or taken into custody for the alleged criminal act);
8. When any state property is lost, stolen, damaged or destroyed, or not accounted for;

9. If there are escapes and/or apprehensions; deaths; serious incidents; and any other high profile or large scale event warranting immediate notification of authority (e.g., natural disaster, hostage situation, facility riot, large scale evacuation, etc.); and
10. Anything else unusual that is not typically part of the normal routine of business.

B. Examples specifically for ***SECURE CARE FACILITIES*** are as follows:

1. Youth roaming the facility unsupervised is witnessed;
2. A staff/youth accident (running into the wall, tripping on walkway, etc.) is heard about or witnessed;
3. While working in a housing unit, a youth floods the area or the youth's assigned room or a flooding incident is heard about;
4. While on the walk one or more youth take off running or walk away from the line;
5. When eating at the dining hall the food is cold or the milk is warm, or there is water on the floor and no "Slippery When Wet" hazard control sign is out to warn about the spillage, or there is no hand soap at the hand-washing station for youth and staff to wash hands;
6. When a youth reports to a staff member that during meal time the food was cold or the milk was warm, or there was water on the floor, or there was no hand soap or napkins, etc.;
7. Upon entering an area (housing area, school, infirmary, boy's club, chapel, library, dining hall, vocational trade, etc.) youth are present, but no staff are visible;
8. When working in a housing unit and youth snacks do not show up on time or not at all;
9. When a youth reports there is no hot water in the shower area of the restroom;
10. When a youth reports that another youth is planning to sneak, steal or display any type of unacceptable behavior towards another youth or staff member, regardless of where the youth is housed or where the staff member works, etc.;
11. When an assault/serious disruption/argument between youth, or between staff, or between youth and staff is witnessed or heard about;

12. Recreational/sports related injuries of youth are witnessed or heard about; and

13. When a staff member arrives at an assigned post for shift change and upon conducting required inspections of equipment and materials which were turned over to the staff member and any of the following issues are discovered:

    - There is missing equipment;
    - The key tag is missing or the number of keys received does not match the key tag;
    - The accommodations binder is not in a secure location;
    - Doors that are required to be locked are not;
    - The radio is not working;
    - The telephone is not working;
    - Youth are roaming freely to and from the restroom area;
    - The housing unit/restroom are not sanitary;
    - Safety devices are not in place (evacuation route, fire extinguishers, etc.);
    - A light is out;
    - The camera lens contains a film over it;
    - On the evening shift, the youth have not had their regularly scheduled outside recreation and there is no notation in the logbook explaining the delay;
    - The TV is on and it is not the appropriate time and/or day allowed for TV according to the schedule;
    - Contraband items are found during a search of the housing unit; and/or
    - Youth make known that they have reported issues throughout the day to the prior staff member on duty and it is found out that nothing had been reported, etc.

    All Code of Conduct Violation Reports (refer to Y.S. Policy No. B.5.1) shall be accompanied by a UOR.

C. Examples specifically for ***CBS/P&P*** are as follows:

1. When incidents or observations of a serious nature occur during a visit to a contract facility;

2. When a youth under supervision, parent or any other party causes a major disturbance in the office;

3. When a serious disruption/argument among staff is witnessed;

4. When youth whose offense falls in the highest category need to be detained pending assignment to a secure care facility and are not detained, placed in a contract facility, or released;
5. If there are problems complying with a court order and the court will not modify or rescind the original order;
6. While monitoring youth assigned to YS who are in residential placements and there is a situation out of the ordinary;
7. When there is any use of intervention for self-defense when physically attacked or when the possibility of such an attack is imminent; in defense of a third person who is physically threatened by a youth; prevention of a crime, including criminal damage to property; prevention of escape or runaway; preventing a youth from inflicting self-harm; or a passive resistant youth;
8. When there is an unusual incident while performing any of the following functions:
    - Transporting of youth;
    - Taking youth into custody;
    - Assisting law enforcement agencies in warrant sweeps or community policing activities; and
    - Special job assignments at the discretion of the agency.
9. If an officer is observed wearing a firearm in a conspicuous manner or unconcealed when the situation warrants otherwise.
10. If an officer is observed carrying a firearm without at least one other intermediate weapon.
11. When there is knowledge that an officer has/is consuming alcoholic beverages or drugs (non-prescription/illegal/mind altering, etc.) prior to or when carrying a firearm.
12. When there is an accidental discharge of firearm;
13. If a firearm is discharged during an incident;
14. Any loss or theft of a firearm;
15. The loss or knowledge of a lost/stolen commission card authorizing probation and parole series staff to carry a firearm; and

16. When reporting suspected abuse/neglect to DCFS through the agency hotline at 1-855-4LAKIDS.

VII. PROCEDURAL REQUIREMENTS FOR REPORTING, DOCUMENTATION AND REVIEW:

A. UORs shall be made available to all employees, working all areas, at all times. It shall be the supervisor's responsibility to inform the responsible party when more forms are needed for a specific area.

B. UORs shall be completed on the required forms to ensure that copies are included in the shift packets at the secure care facilities, and that the supervisor and employee retain copies for their records.

Should a UOR form not be available under unusual circumstances, the employee must use any paper available to report the pertinent information. UORs may also be submitted by email in any format.

C. Employees shall complete and submit a UOR prior to the end of their tour of duty on the day the incident is observed or comes to the employees' attention in any way. The UOR shall be signed and dated on the date written and must reference the time and date of the incident. The information contained in a UOR must be filled out as legibly as possible since several people will need to review it. If necessary, the information may be printed.

D. Everyone involved or witnessing an incident as described in this policy shall complete and submit a UOR as required.

Secure Care Code of Conduct Exception: If the situation involves a Code of Conduct violation only one staff member shall write up the incident on a Code of Conduct Violation Report. This report shall not include all of the information contained in the UOR, but shall contain a brief description as to what the youth did to violate the Code of Conduct. The remainder of witnesses shall also complete a UOR. All UORs pertaining to the incident shall accompany the Code of Conduct Violation Report.

E. Written UORs shall cover the six essentials, (i.e. who, what, where, when, why and how). Include everything, step by step, about the incident or occurrence and what was done and by whom. A detailed explanation of what caused the incident must be included in the report. Any action taken shall be described. Examples of such actions are as follows:

1. How were the injured people, if any, assisted?
2. Was anyone notified and if so, whom?
3. When did assistance show up?
4. What happened to the evidence?
5. What happened to the youth involved?
6. Who escorted the youth and to where?
7. Was the youth seen and examined by medical staff?
8. And did anything else happen as a result of the incident?

F. Use of force/intervention incidents shall be described in detail when resistance was experienced. All steps taken shall be explained. The names of staff member(s) that engaged in the incident shall be listed whether the incident was physical or verbal. If another staff member intervened, describe how assistance was provided. A detailed explanation of what caused the incident must be included in the report. If mechanical restraints were used, provide the name of the person that applied them, and who, if anyone, assisted in holding the youth while the application was in progress and which hold was used by that person. (Refer to YS Policy No. C.2.6 for more information.)

G. List all steps taken by staff to prevent the incident, i.e. counseling with dorm staff, contracted medical staff, treatment staff/group leaders and/or mentors.

H. The following shall be required, when applicable, to be attached to the UOR: pictures, medical records, victim/witness statements and supplemental reports.

I. The Regional Manager and the Facility Director or their designee are responsible for maintaining and storing the original UORs. Please see Section X, UOR Maintenance, below for further instructions on maintaining UORs.

VIII. INVESTIGATIVE SERVICES (IS):

The Facility Director/designee shall provide copies of all UORs to IS by the next business day following their creation. YS Policy No. A.1.4 contains additional information concerning IS.

IX. SUMMARY OF STEPS REQUIRED AND WORTH REMEMBERING:

1. If in doubt as to whether or not to write a UOR, WRITE ONE.
2. Complete the UOR on the day the incident happened by referring to the information and procedures outlined in this policy, remembering the six essentials, (i.e. who, what, where, when, why and how).
3. Write as legibly as possible or print the information required on the UOR form.
4. Reference the time and date of the incident on the form.
5. Sign and date the form on the date it was written.
6. Attach, when applicable, the following to the UOR: pictures, medical records, victim/witness statements and supplemental reports.
7. Keep a copy of the UOR to verify that it was written and given to the supervisor.
8. Submit the completed UOR prior to the end of your tour of duty.

X. UOR MAINTENANCE:

SECURE CARE: The UOR shall be submitted to the OSS prior to the end of the OSS tour of duty. The OSS shall include it in the Shift Packet, along with the Shift Report, which outlines that shift's activities. Shift packets shall be maintained in a secure area designated by the Facility Director.

CBS REGIONAL OFFICES: The UOR shall be submitted to the immediate supervisor/Regional Manager for review pursuant to YS policies. UORs shall be maintained by an employee designated by the Regional Manager at each unit.

XI. MANDATORY TRAINING: (STAFF DEVELOPMENT)

A. Pursuant to YS Policy No. A.2.24, Report Writing is a required class which covers UORs as part of pre-service orientation training. The contents of this policy shall also become part of the required pre-service training.

B. Training on this policy shall occur on an as needed basis thereafter.

C. Documented training shall be entered into TREC and/or LEO by the designated unit staff.

XII. POLICY VIOLATION:

Staff members who are found guilty of non-compliance with this policy may be subject to disciplinary action.

Previous Regulation/Policy Number:	A.1.14
Previous Effective Date:	02/14/2019
Attachments/References:	A.1.14 (a) UOR Form February 2020.doc
	A.1.14 (b) UOR Supplement Feb 2019.doc
	A.1.14 (c) References February 2020.doc

OFFICE OF JUVENILE JUSTICE
UNUSUAL OCCURRENCE REPORT

Was this incident: ☐ Witnessed by you ☐ Discovered by you, or ☐ Reported by you?

NAME:	**CLIENT ID #**:	**YOUTH'S UNIT:**	**DATE OF INCIDENT**:	**TIME**:

LOCATION OF INCIDENT: **Location Code:** ☐ ACY 2184 ☐ BCCY 2186 ☐ SCY 2182 ☐ SCYC 2182 ☐ CENTRAL OFFICE 2186 ☐ REGIONAL OFFICE_____	**WITNESSES:**

TYPE OF INCIDENT - CHECK APPROPRIATE BOX(ES)									
	ACCIDENT		CONTRABAND --OTHER		MENTAL HEALTH		SEARCHES OF VISITORS		USE OF INTERVENTION
	AGGRAVATED UNAUTHORIZED AREA		DEATH		PERIMETER SECURITY		SEARCHES -- OTHER		OTHER: CONTRACT MONITORING
	ASSAULT - YOUTH/YOUTH		ESCAPE		PREA – STAFF/YOUTH		SEXUAL MISCONDUCT		OTHER: (DESCRIBE BELOW)
	ASSAULT – YOUTH/STAFF		GANG / GANG-LIKE ORGANZIATION / ACTIVITY		PREA – YOUTH/YOUTH		TAMPERING WITH SECURITY DEVICES		
	ASSAULT – STAFF/YOUTH		KEYS – BROKEN/LOST		PROPERTY DESTRUCTION		THEFT		
	CONTRABAND – DRUGS		MAJOR DISTURBANCE		SEARCHES OF STAFF		THREATS AND INTIMIDATION		
	CONTRABAND – WEAPON		MEDICAL		SEARCHES OF YOUTH		UNAUTHORIZED AREA		

Environmental Conditions: ☐ Raining ☐ Sunny ☐ Cloudy ☐ Foggy ☐ Cold ☐ Hot ☐ Lightning ☐ Wind ☐Other: _____ ☐ Weather not a factor

Flooring: (Type of Floor and Wax)_____ Equipment: (Specify Type)_____

☐ CHEMICAL AGENT USED (CBS Only) ☐ MECHANICAL RESTRAINT USED ☐ PHYSICAL RESTRAINT USED ☐ FLEX CUFFS USED
☐ MEDICAL/MENTAL HEALTH RESTRAINTS USED

DESCRIPTION OF INCIDENT (ATTACH SUPPLEMENTAL PAGE IF NEEDED) Describe incident/issue, the events that "led up to" incident/issue; what staff did to prevent this incident from happening; and how staff responded during or immediately following the incident.

___ Yes ___ No Refer youth to infirmary

___ Yes ___ No Based on the above incident, do you have reason to believe that a child's physical or mental health or welfare is endangered as a result of abuse or neglect? If YES, this incident is both Investigative Services and Office of Community Services reportable.

The following items should be attached to the UOR when applicable: pictures, medical records, victim/witness statements and supplemental reports.

_____	_____	_____	_____
Reporting Employee Signature & Title	Print Name & Title	Date Completed	Time Completed

ORM REQUIREMENTS

___ Yes ___ No Did the Supervisor/Agency safety officer receive a report of the observed conditions?

___ Yes ___ No Was the following adhered to: If the accident involved items that can be retained, it must be tagged with the date of the accident and the name of visitor/youth. Broken or damaged items must be in a secure area. Tag cannot be moved or item cannot be surplus / discarded until notified by the claims unit.

_____	_____	_____	_____
Reviewing Supervisor's Signature & Title	Print Name & Title	Date Reviewed	Time Reviewed

OFFICE OF JUVENILE JUSTICE

UNUSUAL OCCURRENCE REPORT

UOR SUPPLEMENTAL PAGE

Location Code: □ ACY 2184 □ BCCY 2186 □ SCY 2182 □ SCYC 2182
□ CENTRAL OFFICE 2186 □ REGIONAL OFFICE_____

YOUTH NAME::	**DATE OF INCIDENT**:	**TIME**:
LOCATION OF INCIDENT:	**WITNESSES:**	

Continued Description of Incident:

_____ Reporting Employee Signature & Title

_____ Print Name & Title

_____ Date Completed

_____ Time Completed

YS Policies with reference to Unusual Occurrence Reports and applicable ACA Standards

Number	Title
A.1.4	Investigative Services
A.2.7	Drug-Free Workplace
A.2.8	Sexual Harassment
A.2.15	Dress Code for Secure Care Facilities and Community Based Services
A.2.20	Critical Incident Stress Management (CISM) Program
A.2.22	Violence-Free Workplace
A.2.24	Staff Development and Training Plan
A.2.44	Off Duty Employees Not Allowed on Facility Grounds
A.2.48	Driver Safety Program
A.3.1	Asset Management
B.2.8	Behavioral Health Treatment Unit (BHTU)
B.2.21	Behavioral Intervention Rooms
B.3.1	Secure Care Youth Records; Composition and Maintenance
B.5.1	Youth Code of Conduct – Secure Care
C.1.1	Death of Youth in Custody, Autopsies, and Burial Expenses
C.1.3	Crimes Committed on the Grounds of YS Facilities/Office Buildings and/or Properties
C.1.8	Firearms Training, Use and Revocation
C.2.1	Escapes, Runaways, Apprehensions, and Reporting
C.2.2	Facility Riot, Significant Disturbance and Hostage Situation
C.2.3	Searches of Youth
C.2.4	Searches of Employees

Number	**Title**
C.2.6	Use of Interventions – Secure Care
C.2.7	Youth Drug/Alcohol Testing
C.2.11	Prison Rape Elimination Act (PREA)
C.2.13	Key Control Program
C.2.14	Tool Control Program
C.2.15	Control and Use of Flammable, Toxic and Caustic Substances (FTCs)
C.2.16	Entrance Posts for Secure Care Facilities (Front, Rear/Back, Pedestrian and Vehicular)
C.2.17	Youth Hunger Strikes
C.2.18	Perimeter Security for Secure Care Facilities
C.2.19	Youth Counts, Movements and Facility Rounds
C.2.20	Youth Transport – Secure Care Facilities
C.2.21	Security Manual – Secure Care Facilities
C.2.22	Contraband Control - Secure Care Facilities
C.2.23	Control Centers at Secure Care Facilities
C.4.1	Furlough Process
C.4.3	Mandatory Reporting of Abuse and Neglect of Youth
C.4.7	Escorted Absence
C.5.2	Regional Office Duty Officers, and Facility Administrative Duty Officers (ADOs) Reporting of Serious Incidents
C.6.1	Food Services
D.9.5	Service Delivery/Case Management
D.10.12	Use of Interventions – Community Based Services
D.10.15	Detention and Location of Youth Pending Secure Assignment