

Roles and Expectations of a Probation Corrections Officer (PCO) (Title 15, Section 1322)

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Issuing Authority: Chief Probation Officer	

524.1 PURPOSE:

To establish guidelines for the roles and expectations of Probation Corrections Officers in the Juvenile Detention and Assessment Centers (JDACs) and Treatment Facilities (TFs).

524.2 RESPONSIBILITIES:

- I. Probation Corrections Officer (PCO):
 - A. Follow departmental policies and procedures for supervising youth and managing their behavior.
 - B. Ensure youth comply with staff expectations, structure, and rules of the facility.
 - C. Ensure the safety, rights, and dignity of all youth.
 - D. Be objective, fair, and consistent with all youth.
 - E. Roles and Expectations:
 1. Safety and Security:
 - (a) Ensure the safety and security of the facility.
 - (b) Maintain awareness of situations that may compromise safety, responding appropriately by implementing established policies, procedures, and behavior modification techniques to prevent escalation.
 - (c) Be aware of your surroundings and identify any potential breaches in security.
 - (d) Stay alert to any sounds coming from youth in their rooms. Radios and TV volume should be kept at a low level.
 - (e) Take immediate action to protect youth from substantial risk of imminent sexual or physical abuse.
 - (f) Conduct an inventory at the start and end of each shift to ensure all items are accounted for.
 - (g) Complete a thorough shift exchange of authority and responsibility at the start and end of each shift:

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- i. Review unit logs for the past 48 hours.
 - ii. Verbally communicate important information to the oncoming staff (e.g., SOS, ITPs, ITWs, Medical Watches, etc.).
 - iii. Oncoming staff shall check all unit doors for security upon shift exchange.
 - iv. Remain at the work post until properly relieved by oncoming staff.
- (h) Confirm that youth room assignments are accurate and updated in CE by the end of the shift. Ensure the name tags on each youth's room door match their assigned rooms.
- (i) Conduct population counts periodically throughout the shift.
- i. Perform counts at the start, middle, and end of the shift or as needed.
 - ii. Physically view each youth during safety checks for accurate counting.
- (j) Perform a thorough general pat down search of youth before departing and upon returning from an appointment or off-ground activities.
- (k) Perform a perimeter check to inspect the area for contraband prior to any indoor/ outdoor activity.
- (l) Ensure facility and grounds doors remain locked and secured, except when specifically required to be unlocked for a valid reason.
- (m) Handling Emergencies:
- i. Respond to emergencies in accordance with established policies and procedures.
 - ii. Work efficiently, communicate effectively, use sound judgment, and be prepared to handle emergencies/crises as they arise.
 - iii. Prior to entering an occupied room alone due to a health or safety emergency:
 - (a) Call the appropriate emergency code via HT (e.g. code blue, code red, etc.).
 - (b) Announce the location.
 - (c) Wait for Central Control's acknowledgment before entering the youth's room.
 - iv. Alert medical staff and the area supervisor when a youth sustains an injury, appears to be injured, and/or requests the assistance of medical and/or behavioral health staff.

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- v. Alert behavioral health staff for youth who are experiencing an immediate mental health crisis.
 - vi. Complete all appropriate documentation related to the emergency and document in Caseload Explorer (CE) in accordance with the CE Documentation procedure.
2. Supervision:
- (a) Position yourself strategically to observe all youth at all times when youth are outside of their rooms.
 - (b) Ensure that youth do not walk or stand behind staff at any time to ensure safety and security.
 - (c) Ensure youth remain in designated areas of the unit. They are not allowed to cross the line near the control console or enter the laundry room without staff permission and must be visually supervised at all times.
 - (d) Provide youth with clear directives, structure, and expectations before each activity.
 - (e) Regularly review with youth unit rules and expectations for behavior and participation.
 - (f) Foster a supportive atmosphere and encourage positive behavior.
 - (g) Review and explain the orientation handbook to youth as detailed in the Youth/Parent Orientation Handbook Procedure as needed.
 - (h) Present essential information in an easy-to-understand manner.
 - (i) Promote positive outcomes by using constructive feedback, teachable moments, and reframing challenges as growth opportunities.
 - (j) Listen and respond appropriately to the youth's questions, concerns, and complaints.
 - (k) Promptly confront and address inappropriate behavior.
3. Counseling:
- (a) Incorporate talking to youth, building relationships, and conducting individual and group counseling sessions during crisis and non-crisis situations.
 - (b) Develop and implement treatment plans with attainable goals.
 - (c) Regularly evaluate and document youth progress and receptiveness.
4. Movement Within a Facility:
- (a) When escorting youth from one secure environment to another follow applicable departmental procedures (Wristbands and Youth

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Movement, Radio Communications, Movement of Non-Compliant Youth, Restraint Devices in JDACs and TFs):

- i. Structure all youth prior to the escort.
 - ii. Verify proper attire for all youth and prohibit any extra clothing.
 - iii. Document in CE when the youth leaves (activate the appointment) and returns from any appointment (complete the appointment).
 - iv. Obtain the necessary documentation for appointments.
 - v. Ensure only authorized documentation is taken.
 - vi. Use the Handy Talkie (HT) to announce all movements before and after escorting youth.
5. Unit Maintenance:
- (a) All staff are responsible for maintaining facility sanitation and safety, prioritizing health and safety above all other concerns.
 - (b) Promptly report all maintenance issues.
 - i. Complete a facility maintenance request form and submit the request to Central Control.
 - ii. Document requests in the unit's maintenance log.
 - iii. Immediately notify the area supervisor of emergency repairs.
 - iv. Ensure the room is fully operational before housing youth.
 - v. After a repair is completed, verify the repair and document in the maintenance log
6. Conduct:
- (a) Maintain a neat and professional appearance by adhering to the department's dress code guidelines.
 - (b) Maintain professionalism in all communications and interactions with the community, visitors, fellow staff, support staff, supervisors, managers, and administration.
 - (c) Demonstrate professionalism, command presence, and effective group management while communicating with youth.
 - (d) Arrive on the unit with duty belt and necessary equipment at the start of each shift.
 - (e) Avoid situations that may be construed as showing favoritism toward any one youth or group.
 - (f) Do not provide gifts, food, drinks, or other special treatment/items to youth, except for established special privileges or for high behavior dollar status youth. These privileges shall be consistent with those granted to other youth with the same behavior dollars/good behavior.

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Items provided as a privilege for good behavior shall be purchased through the department budget or trust funds; staff shall not use personal funds for this or any purpose.

- (g) Staff of the opposite gender shall announce their presence when entering a housing unit (e.g., male staff entering a female housing unit, etc.):
 - i. Announcements shall be made immediately upon entering the unit, using a loud and clear voice.
 - ii. An example of such an announcement could be, "Male on the unit," or "Female staff present."
 - iii. Unit staff will educate youth on maintaining modesty and appropriate behavior when staff of the opposite sex enter the unit.
 - iv. This instruction is not required during emergency responses.
 - (h) Maintain communication with their partner(s) throughout the shift and collaborate as a team to complete assignments while ensuring the safety of both youth and staff.
7. Accountability:
- (a) Complete required daily, weekly, and monthly reports.
 - (b) Regularly review youth files, CE entries, and court documents to ensure accuracy and completeness.
 - (c) Perform and document random weekly mock emergency drills in CE, covering disasters, emergency codes, fire, and both partial and full evacuations.
 - (d) Participate in all required meetings and training as directed.