

SAFETY, UNCOOPERATIVE CLIENTELE, AND THREATS

AUTHORITY

Related Probation Officer Procedures:

- E2 Search and Seizure
- E3 Arrest of Juveniles and Adults
- F2 Continuum of Force
- F8 Arming: Use of Firearms

Related Probation Officer Policies:

- IV30 Injury, Occupational Exposure, and Medical Response

SAFETY/PROBATION DIVISIONS

Staff safety is the priority and it should be clearly understood that employees are not expected, during the performance of their duties, to place themselves in any situation that presents an unreasonable degree of peril to the lives or health of themselves or other persons. Employees shall endeavor to complete their normal work assignments utilizing methods designed to minimize, avoid, or reduce physical danger to themselves and their property, and to the safety and property of others. Employees are encouraged to seek assistance from other employees or outside agencies, as appropriate, while performing job tasks that may be risky. Employees must plan and apply reasonable care and caution in all potentially dangerous situations, and use good judgment in balancing the requirements of job performance and safety issues.

In the office and/or the community, employees are not, under any circumstances, expected to place themselves in danger or risk their lives or those of other persons in order to effect an arrest or halt an illegal activity. When confronted, threatened, or assaulted, employees shall separate themselves from this type of situation, if possible. As soon as the immediate danger is no longer present, employees are to seek law enforcement assistance, as appropriate, and provide all pertinent information to aid in the apprehension of the offender(s).

SAFETY/JDF DIVISIONS

Staff safety is the priority, and employees shall endeavor to complete their normal work assignments utilizing methods designed to minimize, avoid or reduce physical danger to themselves and others, their property, and County property. However, during the performance of their duties, Juvenile Detention Facility (JDF) staff face dangerous and risky situations regularly, and must address these situations as trained and as appropriate. Employees must plan and apply reasonable care and caution in all potentially dangerous and risky situations, and use good judgment in balancing the requirements of job performance, job duties, and safety issues.

UNCOOPERATIVE CLIENTELE ON THE PHONE OR IN THE LOBBY

On occasion, offenders or others related to an offender's case come in to the Probation Department or the lobby of a JDF, or telephone a probation officer or JDF staff, and vent anger. At times, an offender or another person related to an offender's case becomes irrational and uncooperative.

In the Probation Divisions, it is the responsibility of the probation officer assigned to the offender's case to deal with these situations directly, not the responsibility of the clerical reception staff. If the assigned probation officer is not available, clerical reception staff shall first notify the "officer of the day." If the "officer of the day" is unavailable, a Senior Deputy Probation Officer (SrDPO)

in the assigned probation officer's unit shall be contacted. If the SrDPO is unavailable, the assigned probation officer's supervisor or any other available supervisor shall be notified. In the JDF Divisions, the employee who encounters the uncooperative person must address the situation appropriately, including referring the person to the appropriate Probation Division or contacting the shift supervisor.

When an irate, upset, or uncooperative person enters any lobby, or telephones the office or the JDF, the clerical reception staff shall notify the assigned probation officer or his/her designee, or the shift supervisor, as indicated above. Clerical reception staff shall not attempt to talk to an irate person beyond stating, "Wait one moment, please."

The notified probation officer or shift supervisor must then ascertain how to deal with the situation, and shall not place him/herself or others in danger, as indicated above. If the notified probation officer or JDF staff member handling the situation arrives to talk to an irate, upset, or uncooperative person in the lobby, clerical reception staff shall remove themselves from the reception area, if applicable. All other staff are to remain as calm as possible at their workstations.

In the Probation Divisions, prior to attempting to engage an irate, upset, or uncooperative person in the lobby, the notified probation officer shall request assistance from other available probation officers, who shall post in proximity to provide assistance, if necessary. The probation officer may notify his/her supervisor, as well, if it is believed appropriate. In the JDF, the shift supervisor shall create a safe plan for dealing with the irate, upset, or uncooperative person in the lobby while ensuring the needs of the JDF continue to be met. In any division, if law enforcement assistance is believed appropriate, a "911" telephone call to the local law enforcement agency may become necessary.

THREATS AGAINST EMPLOYEES

When any employee in the conduct of his/her duties becomes aware of a serious threat against the life, safety, or property of himself/herself, another staff member, or another staff member's family by an offender or another person related to an offender's case, that employee shall immediately report the information to his/her supervisor, who will then report the situation via the chain of command.

If the threatened employee is a probation officer, as soon as possible, but by the end of the following business day, the employee shall complete the appropriate incident report and submit the form to his/her supervisor. Further, as soon as possible, but by the end of the following business day, a non-probation officer employee who was threatened shall complete an Unusual Event Report (form #287), and submit the form to his/her supervisor. Regardless of which report is completed, the employee shall provide complete details regarding the threat.

After the appropriate report is reviewed and signed by the supervisor, a manager must immediately interview the employee and complete the "El Dorado County Violence in the Workplace Incident Report – Management Report," a form located on Risk Management Division's page on the County EDCNET. This report must be signed by the Chief Probation Officer and forwarded to the Risk Management Division and the Human Resources Department.

In the event there is a threat or anticipated attack upon an employee or the family or property of an employee, as a result of the position of the employee with the Probation Department, the employee will cooperate with management to develop a long range plan to minimize and/or eliminate the danger. Reasonable and legal short-term methods of protection, pending the activation and completion of long range plans, will be initiated by management for the safety of the employee and/or the family of the employee.

THREATS AGAINST OTHERS

When any employee in the conduct of his/her duties becomes aware of a serious threat against the life, safety, or property of a member of the community, by an offender or another person related to an offender's case, that employee shall immediately discuss the case with his/her supervisor. The employee and the supervisor shall determine an appropriate course of action, which may include notifying the intended victim of the serious threat.