

**OKLAHOMA COUNTY JUVENILE BUREAU
POLICY AND PROCEDURE MANUAL**

**CHAPTER SEVEN: COURT SERVICES – OVERVIEW AND GENERAL OPERATING
POLICY 7.1-5 INTAKE AND PROBATION OFFICER SAFETY PAGE 1 OF 7**

I. POLICY:

The Oklahoma County Juvenile Bureau (OCJB) Court Services Department is committed to the health and safety of its employees. The role of OCJB employees may place them in hazardous situations dealing with the youth they provide services for. The OCJB Court Services Department is committed to upholding the highest levels of safety to ensure all youth interaction and supervision activities occur without harm to the employee, the youth, or a member of the public.

II. DEFINITIONS:

- A. **Field Visit Itinerary:** A form completed by the probation officer listing the planned visits to include all required information and submitted to the supervisor in advance of leaving to conduct the field visit(s).
- B. **Home Visit (HV):** A face-to-face contact made between the officer, the youth, and the youth's parent/legal guardian/custodian where the youth resides.
- C. **Juvenile On-Line Tracking System (JOLTS):** As authorized by 10A O.S. § 2-7-905, provides the computerized information system used by the Oklahoma County Juvenile Bureau to track juvenile offenders from arrest to final closure of the case. The Office of Juvenile Affairs is the authorizing authority for access to the information contained in JOLTS. Authorized Oklahoma County Juvenile Bureau employees are provided a unique identification number that allows them access to the JOLTS system **(2-7141) (2-7074) (2-7190)**.
- D. **Methamphetamine:** A powerful, highly addictive stimulant that affects the central nervous system. Also known as meth, chalk, ice, and crystal, among many other terms, it takes the form of a white, odorless, crystalline powder.
- E. **Personal Radio #:** A unique code that is assigned to each officer which serves to identify the specific officer when making contact with the the Oklahoma County Sherriff's Dispatch Department.
- F. **Physical Restraint:** Any physical method or mechanical device that restricts freedom of movement.
- G. **Searches:** A physical examination of the contents of one's person and/or property.
- H. **Use of Force:** Involves the use of physical power to gain control of a person or situation.

III. PROCEDURE:

- A. **Prohibited Activities (2-7162) (2-7163) (2-7164) (2-7167) (2-7168):**
 - 1. The following activities are not permitted conduct by employees working within the OCJB Court Services Department with the youth under the supervision of the OCJB:
 - a. The use of force, unless necessary in instances of justifiable self-protection;
 - b. The use of physical restraints;
 - c. Conducting searches of the youth and his/her family, associates, and/or property;
 - d. Apprehending and/or arresting of the youth and/or his/her family, and/or associates; and
 - e. The carrying of weapons in the performance of their duties.
- B. **Use of Force Incidents:**
 - 1. When a use of force incident occurs due to an employee's need for self-protection, the employee shall:
 - a. Attempt to immediately vacate themselves from the situation;
 - b. Seek the assistance of another employee, local law enforcement, and/or the Oklahoma County Sheriff's Office (OCSO) if the incident occurs inside the OCJB building; and
 - c. Report the incident to his/her supervisor immediately after the incident has ended and the employee has relocated to safety.
 - 2. The following notifications are to be made as soon as it is safe to do so:
 - a. The supervisor of the employee involved will immediately notify the Chief of Court Services, who will notify the Internal Affairs Supervisor and the Director;
 - b. The employee involved in and reporting the incident shall prepare, sign, and date a written incident report and submit the report to his/her supervisor, the Chief of Court Services, the Internal Affairs Supervisor, and the Director within one (1) business day of the incident unless directed otherwise.
 - 3. The written incident report shall include the following information:
 - a. The time and place of the incident;
 - b. The circumstances preceding the incident and the facts of the incident;
 - c. All persons involved in the incident;
 - d. The justification for the use of force, including efforts to avoid the use of force or the reason(s) for lack of such efforts;
 - e. Any resulting personal injury to any of the parties involved or present;
 - f. Any property damage; and
 - g. Any contact with law enforcement **(2-7153) (2-7189)**.
- C. **Conducting Safe Office Visits:**
 - 1. Employees who conduct office visits with the public shall complete all training requirements prior to conducting such visits. Training includes both observed and supervised office visits.

2. Supervisors shall observe and approve a safe design for their employees to conduct office visits, either in their personal offices or interview room designed for this purpose by ensuring that:
 - a. Furniture is arranged to allow for safe exit and prevent entrapment;
 - b. Pictures, vases, and other items that can be used as weapons are limited and placed out of sight or reach during the office visit;
 - c. Bright and effective lighting is maintained;
 - d. Interview and office room doors remain open during office visits or there is visual capability for other personnel to view the area (i.e., window in door); and
 - e. Work areas are periodically surveyed to ensure that they remain safe for employees, youth, and members of the public.
- D. Conducting Safe Home Visits **(2-7134)**:
 1. Only trained probation officers shall conduct visits at a youth's residence. Officers who conduct home visits shall complete all training requirements prior to conducting such visits. Training includes both observed and supervised home visits.
 2. Employees shall conduct home visits with at least one other officer. Home visits shall never be conducted by a single officer under any circumstances.
 3. Employees shall terminate home visits immediately if they feel unsafe - at any time for or for any reason - and inform their supervisor upon return.
 4. Employees shall ensure the following steps have been taken prior to conducting a home visit:
 - a. Conduct an in-depth case record review to determine if any risk factors associated with the family, their home, or their neighborhood exist;
 - b. Arrange the field visit schedule to conduct new or questionable home visits early in the day;
 - c. Contact the family ahead of the visit so they will be aware of your arrival;
 - d. Ensure the field file and the Juvenile On-Line Tracking System (JOLTS) are updated, to include accurate addresses and contact phone numbers for the youth **(2-7070) (2-7071)**;
 - e. Prepare a "Field Visit Itinerary," Attachment A, listing the planned visits with all required information provided and submit a copy of the itinerary to the supervisor;
 - i. Employees shall maintain the itinerary as scheduled and submitted and notify the supervisor if any changes to the itinerary occur;
 - f. Take only the necessary items to complete the home visit, including a copy of the "Field Visit Itinerary," Attachment A;
 - g. Ensure a fully operational radio is taken and maintained at all times; and
 - h. Ensure the vehicle is in good condition and there is adequate fuel for the trip.
 5. Upon arrival at the location of the home visit, the employee shall:
 - a. Identify areas in the neighborhood where assistance can be obtained if an emergency occurs;

- b. Locate the exact location of the residence before exiting the vehicle,
 - c. Park in an open area and near a light source that offers the safest walking route to the home;
 - d. Park the vehicle approximately one hundred (100) feet from the residence to allow space to safely approach and observe. Do not park directly in front of the residence;
 - e. Park on the street rather than a driveway, and in the direction in which you plan to exit;
 - f. Back into the space for easy exit, if applicable;
 - g. Report his/her location to the Oklahoma County Sheriff's Office (OCSO) dispatch center, as specified by III.F; and
 - h. Ensure all valuables are out of sight, all vehicle doors are locked, and all windows are closed
6. When approaching the residence, employees shall:
- a. Look and listen for signs of someone in the residence and assess whether there is an indication of danger;
 - b. Be aware of any unusual smells that might be associated with the production or use of illegal substances; and
 - c. Observe the outside of the residence, the surrounding homes, any animals, and/or unfamiliar vehicles.
7. Employees shall proceed to make a safe entrance into the residence by:
- a. Proceeding to the door that is in plain sight of the street and standing to the side of the door when knocking; employees shall not stand directly in front of the door;
 - b. Ensuring that the parent/legal guardian/custodian of the home is present prior to entering, regardless of the age of the youth;
 - c. Looking quickly inside as the door is opened to determine if there are any threats to safety;
 - i. If an unseen person calls for the employee to come in, he/she shall not enter, but call the person to the door.
 - d. Quickly evaluating the youth and any occupant(s) to assess their attitude and demeanor to determine if there are warning signs of aggression, illegal substance use, or suspicious behavior;
 - e. Leaving immediately if the youth or his/her parent/legal guardian/custodian denies access to the home and report the incident to the supervisor. Employees shall not attempt to persuade the youth or his/her parent/legal guardian/custodian to allow access to the home; and
8. While inside the residence, employees shall:
- a. Remain alert and observant;
 - b. Pay attention to any unusual smells that might be associated with the manufacture or use of illegal substances, as specified by section III.E;
 - c. Immediately leave the residence if he/she suspects occupant(s) in the residence to be under the influence of alcohol or an illegal substance;

- d. Remain aware of the possibility of any other occupant(s) in the residence and inquire about anyone that may appear to be in another room;
 - e. Follow behind the youth and/or parent/legal guardian/custodian, staying behind him/her and proceeding with caution;
 - f. Ask permission prior to entering any other parts of the residence;
 - g. Maintain appropriate voice tone and remain aware of body language by:
 - i. Speaking plainly and clearly to be understood,
 - ii. Listening carefully; agreeing to valid points whenever possible,
 - iii. Not replying in kind to abuse, rudeness, or threats, and
 - iv. Not adopting a confrontational or aggressive posture, keeping arms and hands relaxed.
 - h. Ensure that his/her exit out of the home is not blocked and not block the other youth and/or parent/legal guardian/custodian's way out; and
 - i. Calmly and immediately leave the residence if at any time he/she does not feel safe and report the incident to the supervisor.
9. When leaving the residence, employees shall remain alert to safety risks by:
- a. Having the keys to the vehicle in hand when approaching the parked vehicle;
 - b. Observing any activity or persons near the residence or in the neighborhood;
 - c. Ensuring he/she maintains awareness of the surrounding area;
 - d. Leaving the area immediately - not lingering, making phone calls, and/or taking case notes; and
 - e. Reporting his/her departure to the OCSO dispatch center, as specified by III.F.
10. Employees shall notify their supervisor upon return.
- E. Indicators of Methamphetamine Use and/or Production:
- 1. A residence where inhabitants may be using and/or producing methamphetamine may pose a significant safety risk to officers. Awareness of the potential indications of use and/or production of methamphetamines serves to educate the officer(s) in identifying any potential threats to safety.
 - 2. Potential indications of use and/or production of methamphetamines include:
 - a. A strong odor that resembles urine or unusual chemicals such as ether, ammonia, or acetone;
 - b. Little or no traffic around the residence during the day, but significant activity during very late hours;
 - c. Excessive efforts made to cover windows or to reinforce doors;
 - d. Trash that is not put out for collection;
 - e. Significant accumulation of items such as cooking dishes, coffee filters, or bottles that do not appear to be for regular household use;
 - f. Presence of an unusual quantities of chemicals; and
 - g. Vehicles loaded with laboratory materials or chemicals.

3. Outbuildings, hotels/motel rooms, apartments, storage sheds, garages, and vacant buildings are all common places where methamphetamine is produced.
 4. When evidence of methamphetamine use and/or production exists employees shall:
 - a. Not enter any residence where methamphetamine use and/or production is evident from the outside;
 - b. Discreetly but immediately leave the residence if he/she has unknowingly entered and discover such evidence;
 - c. Drive to a safe location and contact the OCSO by radio;
 - d. Notify his/her supervisor; and
 - e. Complete and submit a written incident report to his/her supervisor that includes the following:
 - i. The time and place of the incident;
 - ii. The circumstances preceding the incident and the facts of the incident;
 - iii. All persons involved in the incident; and
 - f. The supervisor shall ensure that a copy of the report is provided to law enforcement.
- F. Employees shall utilize the following radio protocol upon arrival at the location of the home visit:
- a. Radio the location to the OCSO using the employee's personal radio number as follows:
 - i. OCJB Employee: "*Personal Radio Number (ex: 1110) to County*"
 - ii. OCSO Dispatch: "*Go ahead Personal Radio Number (ex: 1110).*"
 - iii. OCJB Employee: "*I have arrived at address, in city, on a home visit.*"
 - iv. OCSO Dispatch: "*Clear*" or "*Can you repeat?*"
 - b. OCSO dispatch will periodically radio the OCJB employee to ensure that everything is okay. When this occurs the dialogue shall be as follows:
 - i. OCSO Dispatch: "*Personal Radio Number (ex:1100) 10-90?*"
 - ii. OCJB Employee: "*Personal Radio Number (ex:1100).*"
 - c. If the OCJB employee responds with anything other than his/her personal radio number, the OCSO will immediately send officers to the last reported location.
 - d. Employees shall advise the OCSO by radio that they have completed a home visit as follows:
 - i. OCJB Employee: "*Personal Radio Number (ex:1100) to County.*"
 - ii. OCSO Dispatch: "*Go ahead Personal Radio Number (ex: 1100).*"
 - iii. OCJB Employee: "*Contact was/was not made; we are back in vehicle.*"
 - e. In a dangerous and/or life threatening situation, officers shall radio the OCSO dispatch and request assistance as soon as possible, speaking as plainly and clearly as possible.

OKLAHOMA COUNTY JUVENILE BUREAU
Field Visit Itinerary

Instructions:

Please complete this form **IN THE ORDER OF YOUR FIELD VISIT SCHEDULE** and submit a copy to your supervisor prior to leaving to conduct field visits. **PRINT LEGIBLY.**

Date: _____	Vehicle#: _____
Officer's Name: _____	Personal Radio #: _____
Officer's Name: _____	Personal Radio#: _____
Officer's Name: _____	Personal Radio#: _____
Officer's Name: _____	Personal Radio#: _____

Supervising Officer's Name: _____

Youth's Name: _____ JOLTS#: _____

Address you are visiting: _____

Type of Location:

- Youth's Home
- Youth's School: _____ (Name of School)
- Other (Be Specific): _____ (Attempt, Placement, Work, Etc.)
- Estimated time you plan to arrive: _____ a.m./p.m. Time of Arrival _____ a.m. /p.m.
Departure time: _____ a.m. /p.m.

Supervising Officer's Name: _____

Youth's Name: _____ JOLTS#: _____

Address you are visiting: _____

Type of Location:

- Youth's Home
- Youth's School: _____ (Name of School)
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- Estimated time you plan to arrive: _____ a.m. /p.m. Time of Arrival _____ a.m. /p.m.
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Supervising Officer's Name: _____

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