
Institutional Services Manual

103.1 PURPOSE AND SCOPE

The Institutional Services Manual is a statement of the current policies, rules, and guidelines of the Institutional Services of the Department (15 CCR 1324) Additional policies applicable to all department members such as administrative, personnel and some training content are contained in chapters 1 to 3 of the Field Services Manual

All prior and existing manuals and orders, and regulations that conflict with this manual are revoked, except to the extent that portions of existing manuals, orders, and other regulations that have not been included herein shall remain in effect where they do not conflict with the provisions of this manual.

Unless otherwise expressly stated, the provisions of this manual shall be considered guidelines. It is recognized that work in the custody environment is not always predictable, and circumstances may arise that warrant departure from these guidelines. This manual should be viewed from an objective standard, taking into consideration the sound discretion entrusted to members of this department under the circumstances reasonably known to them at the time of any incident.

103.2 POLICY

The manual for San Diego County Probation Department facilities is hereby established and shall be referred to as the Institutional Services Manual. All members performing duties within Institutional Services are to conform to the provisions of this manual.

103.2.1 DISCLAIMER

The provisions contained in the manual are not intended to create an employment contract nor any employment rights or entitlements. The policies in this manual are for the internal use of the Department and shall not be construed to create a higher standard or duty of care for civil or criminal liability against the County, its officials, or members. Violations of any provision of any policy in this manual shall only form the basis for department administrative action, training, or discipline. The Department reserves the right to revise any policy content, in whole or in part.

103.3 RESPONSIBILITIES

The Chief shall be considered the ultimate authority for the provisions of this manual and shall continue to issue executive orders that shall modify the provisions to which they pertain. Executive orders shall remain in effect until they are permanently incorporated into the manual.

The Deputy Chief for Institutional Services shall ensure that the manual is reviewed at least every two years and updated as necessary, and that staff is trained to ensure that the policies in the manual are current and reflect the mission of the Department (15 CCR 1324). The review shall be documented in written form sufficient to indicate that policies and procedures

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have been reviewed and amended as appropriate to facility changes.

103.3.1 COMMAND STAFF

The command staff should consist of the following:

- Chief Probation Officer
- Assistant Chief Probation Officer
- Executive Deputy Chief Probation Officer
- Deputy Chief Probation Officer
- Division Chief

103.3.2 OTHER PERSONNEL

Line and supervisory staff have a unique view of how policies and procedures influence the operation of the facility and therefore are expected to bring to the attention of their supervisors issues that might be addressed in a new or revised policy.

All members suggesting revision of the contents of the manual should forward their suggestions in writing, through the chain of command, to the Division Chief, who will consider the recommendation.

103.4 DEFINITIONS

The following words and terms shall have these assigned meanings, unless it is apparent from the context that they have a different meaning:

Adult - Any person 18 years of age or older.

Designee – A duly authorized representative of a person holding a superior position. Decisions made by a designee carry the full weight and authority of their superior.

Department - The San Diego County Probation Department.

Custody Manual - The Institutional Services Manual.

Employee - Any person employed by the Department.

May - Indicates a permissive, discretionary, or conditional action.

Member - Any person employed or appointed by the San Diego County Probation Department, including:

- Full- and part-time employees.
- Sworn officers.
- Professional Staff employees.
- Volunteers.
- Employees of a contracted entity who regularly perform duties within Department facilities.

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Officer - All persons, regardless of rank, who are employees of the San Diego County Department and who are selected and trained in accordance with state law as peace officers.

On-duty employee - Status during the period when the person is engaged in the performance of assigned duties.

Order - A written or verbal instruction issued by a superior.

Rank - The job classification title held by an officer.

Shall, must or will - Indicates a mandatory action.

Should - Indicates a generally required or expected action, absent a rational basis for failing to conform.

STC – Standards and Training for Corrections, the governing body for California training and policy related to detentions and community corrections.

Supervisor - A person in a position of authority that may include directing the work of other members, the authority to adjust grievances, and responsibility for hiring, transfer, suspension, promotion, discharge, assignment, reward, or discipline of other department members. The supervisory exercise of authority may not be merely routine or clerical in nature but may require the use of independent judgment.

The term "supervisor" may also include any person (e.g., officer-in-charge, lead, or senior worker) given responsibility for the direction of the work of others without regard to a formal job title, rank, or compensation.

When there is only one department member on duty, that person may also be the supervisor, except when circumstances reasonably require the notification or involvement of the member's off-duty supervisor or an on-call supervisor.

Youth - Any person who is in the custody of the San Diego County Probation Department. This person may be a minor under the age of 18 whose cases are under the jurisdiction of either juvenile or adult court or a person over 18 years of age whose case is under the jurisdiction of the juvenile court (15 CCR 1302).

103.5 DISTRIBUTION OF MANUAL

Copies of the Manual shall be made available to all members. An electronic version of the manual will be made available to all members on the Department network (15 CCR 1324).

Sections of the Manual otherwise publicly available will be posted on the Department's public website (PC 13650). No changes shall be made to the electronic version without authorization from the Deputy Chief of Institutional Services.

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103.6 MANUAL ACCEPTANCE

As a condition of employment or appointment, all members are required to read and obtain necessary clarification of this department's policies. All members must sign a statement of receipt acknowledging that they have received a copy or have been provided access to the Manual (15 CCR 1324).

103.7 REVISIONS TO POLICIES

All members are responsible for keeping abreast of all Manual revisions (15 CCR 1324). All changes to the Manual will be posted on the network for review prior to implementation. The Training Manager will forward revisions to the Manual as needed to all personnel via email. Each member shall acknowledge receipt by return email or online acknowledgement, review the revisions, and seek clarification as needed.

Supervisors will ensure that members under their command are familiar with and are afforded the opportunity to obtain necessary clarification regarding all revisions.