

## Crisis Awareness and Response (CARE) Team

### 528.1 OVERVIEW

To establish procedures and/or progressive guidelines for the use of Crisis Awareness Response Team (CARE Team) and to provide a means to de-escalate situations and reduce the need for the Use of Force in San Diego County Juvenile Institutions. This procedure shall offer a means to respond immediately to any developing situation and to provide a therapeutic and team approach to dealing with the youth and the issues at hand. CARE Team has the primary focus to de-escalate the situation, attempt to resolve the youth's issue and/or primary stressor without the need for the use of force or room confinement.

### 528.2 STAFFING

- The CARE Team is staffed 24 hours a day, 7 days a week, and is a combination of on-duty staff from all duty assignments with the prime objective to directly intervene with problematic youths in order to de-escalate the situation in a proactive manner.
- CARE Team selection is made by the Division Chief based on recommendations from the Supervisors. The list is e-mailed to all facility staff at the beginning of each staffing rotation.
- CARE Team response is comprised of two individuals.
- During the hours of 6:00 A.M. - 6:00 P.M., the CARE Team response will be:
  - Probation Staff- primary
  - STAT/Support Staff- may support officer as secondary if they have been through the training or as needed in exigent circumstances without training.
- During the hours of 6:00 P.M. – 6:00 A.M, the CARE Team response will be
  - Two Probation Staff, unless only one is available. Should only one CARE team member be available, another support person should assist as secondary.

### 528.3 RESPONSE

- (a) CARE Team activation shall be through normal radio communications.
- (b) Staff shall request "CARE Team" intervention via radio by calling, "CARE Team – (location)." Main/Central Control shall acknowledge the request for CARE Team and log the activation on the Shift Report.
- (c) CARE Team shall respond via radio and report to the area requested immediately. The first two officers to respond via radio will take the incident.
- (d) CARE Team arrives at the location and assesses the situation.
- (e) CARE Team talks with on-site staff to receive information about the situation. The CARE team will decide who will be the primary (talker) and the backup. If only one CARE team member is available, they should have a non-involved staff member or support staff stand by in case they need assistance.

# San Diego County Probation Department

## Institutional Services Procedure Manual

### *Crisis Awareness and Response (CARE) Team*

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- (f) Involved staff will disengage at this time and step away from the situation.
- (g) If possible, ask the youth to walk to another location away from other youth. If the youth is unwilling and there are other youth in the area, the other youth should be removed or directed away from the situation. Other youth in the unit should not be in any area they can hear what is being discussed with the involved youth.
- (h) CARE Team will utilize de-escalation techniques and skills, such as Motivational Interviewing.
- (i) CARE Team staff should be calm (low voice and controlled tone), show patience, maintain safe personal space, and remain objective. CARE Team is not there to discipline the youth, but to assist him/her to calm down and follow staff requests to re-establish a safe and secure environment.
- (j) CARE Team can step back and give the youth time to think, before making a decision.
- (k) If the youth cannot be de-escalated and the CARE Team is concerned for safety, they should step back and call for additional assistance. The CARE team members should not be involved in any use of force unless unavoidable.
- (l) If the situation escalates to an imminent risk of injury, the CARE Team will follow their use of force training.

#### **528.4 CARE TEAM AND USE OF FORCE**

The main responsibility of the CARE Team is to resolve and de-escalate situations without the need for physical force interventions, however, if necessary, physical force will be used in accordance with policy. All staff are expected to utilize all skills, training, and experience in an effort to de-escalate such situations without the need of physical force.

#### **528.5 REPORTING**

The Primary CARE Team member shall produce a CARE Team De-Briefing Report (Incident Report format) and provide the report to the Watch Commander prior to the end of the shift. Items in the report should include date, time, location, youth involved, CARE Team members responding, reason for the response (trigger), team intervention, and outcome.

#### **528.6 TRAINING**

Training on this procedure will be provided to all custody staff assigned to CARE Team as needed. The Division Chief or designee and Training staff will be responsible for scheduling and conducting the training. The training will be documented in the staff's training record and site file.

#### **528.7 APPLICABILITY**

This procedure applies to all Institutional Services staff. It is effective immediately and shall remain in effect until further notice from the office of the Deputy Chief or their designee.