

Chapter 5 - Administrative Procedures

(Title page only, No content)

• 1-05/000.05 Court Security Plans / (B.E.C.)

"Each trial court should require the court security officer (usually the Branch Supervisor) to prepare a Court Security Plan for its review and consideration. The Court Security Plan should:

1. Be the operational plan for achieving the desired level of security for courtrooms, buildings and grounds, including the planned allocations of security forces and equipment;
2. Describe the place, function, dress and arming of all security forces (e.g., bailiffs), and propose plans for maintaining courtroom decorum and safety within courthouses and grounds in high risk situations;
3. Include an evaluation of the court's security needs, and an assessment of the adequacy and effectiveness of the equipment and forces available to meet those needs.

Each trial court should adopt, reject or request modification to the proposed Court Security Plan, after giving due consideration to all local conditions affecting its security; and to the effect of the plan on the conduct of trials and other proceedings. Each trial court should provide for a periodic review of its security plan and for a periodic assessment of the effectiveness of its execution." **(California Rules of Court - Appendix §7(b))**

Based on the information and results developed through the Security Survey, Formal Security Plans are formulated for each court facility. These plans are specific and unique to each facility, and outline in detail the responsibilities and procedures to be used to ensure effective security, and in response to particular security hazards, such as inmate escape, bomb threats, courtroom disruption, or tactical situations.

The security plans are in two parts;

1. Outlining tenant department responsibilities and procedures;
2. Delineating responsibilities and procedures for Sheriff's personnel.

All heads of tenant departments are issued part one only. All bench officers, court administrators and Branch Supervisors are issued both parts. These plans are strictly confidential and must be safeguarded.

It is the responsibility of each Branch Supervisor to thoroughly train their personnel on all provisions and procedures of the security plan. All Court Services Division personnel shall be responsible for thorough knowledge of and compliance with instructions regarding their specific roles and duties. Close liaison and clear understanding must be maintained between bailiffs and judges in all areas of security procedures.

Yearly facility drills and practices utilizing all facility personnel shall be conducted. These drills shall be coordinated with the presiding or supervising judge of each facility. All court personnel should take an active role in the security of the facility.

• 1-05/010.00 Vacation Scheduling

All vacation selections in Court Services Division are to be consistent with the following. The Manual of Policy and Procedures details other pertinent information regarding vacations and their scheduling.

Seniority Determination and Vacation Selection

Department policy provides for the selection of vacations by employees of a given Unit based upon seniority of service in this Department. For personnel who were employees of the Marshal's Department on 12-31-93, this seniority begins with their hire date as an employee of either the Marshal's Department or of the Sheriff's Department, whichever is the earliest date. All other personnel shall use their date of hire as an employee of the Sheriff's Department to establish vacation seniority. For sworn personnel, any service as a civilian employee of either the Sheriff's or Marshal's Department shall be included in establishing seniority.

Employees shall select vacation periods in descending order of seniority, with the most senior having first selection. Initially, each employee shall have the opportunity to select a single vacation period. An employee wishing to "split vacations" shall select one period initially, and a second period after all other employees has had their initial opportunity to select. Employees may select additional vacation periods following the same pattern, with only a single vacation period being selected at a time.

Supervisors shall use a master calendar (similar to the Plan-a-Month calendar) when providing each employee with an opportunity to select a vacation period. This will allow the employee an opportunity to see all of the openings available. Unit Commanders are responsible for notifying personnel who are on sick leave, injury, training, etc.

Scheduling Criteria

Supervisors shall schedule employee vacations on a calendar year basis. Planning, posting of seniority dates, etc., should occur sufficiently early that personnel can make their selections and lists of scheduled vacations can be posted before January 1st of the following year. Specifically, Supervisors should commence vacation scheduling on or about October 1st of each year, with the goal of completing that scheduling by October 15th.

Vacations should be scheduled at the Branch level, involving only the personnel at any given Branch unless otherwise directed by the Unit Commander.

Supervisors shall establish a maximum number of employees who will be allowed off at any given time in order to spread vacations evenly throughout the year. This number can be determined approximately by dividing the number of employees by 12 and rounding off to the nearest whole number. For example, at a Branch having 28 employees, no more than 2 employees may be scheduled off at any given time. In Branches having fewer than 12 employees, Supervisors should schedule no more than one employee off at any given time. Area Lieutenants shall ensure that the above scheduling criteria are met at their respective Branches.

Sworn and civilian personnel should be scheduled separately, except for custody assistants they will be scheduled with the sworn, utilizing the above criteria for both groups. Supervisor vacations should be scheduled as directed by Unit Commanders who shall ensure that appropriate supervisory coverage is maintained.

Personnel transferring into or within the Division waive their vacation seniority until the next annual vacation schedule is prepared. Supervisors may, however, accommodate vacations previously scheduled at other Units if such accommodation will not cause undue disruption of the Branch operations.

Vacation Relief

Unit Commander shall determine appropriate measures for providing vacation relief within their Bureaus. It is the intent of this policy to spread the impact of employee vacations evenly throughout the year while allowing employees to plan and schedule vacations commensurate with their seniority.

• **1-05/020.00 Private Entity Contract (PEC) Overtime Administration**

Counties have been authorized by law to contract with private entities and individuals to provide supplemental law enforcement services for special events or occurrences that take place on an occasional basis (Government Code 53069.8).

The purpose of this legislation was to enable law enforcement to contract with private individuals and entities for the provision of law enforcement services. This type of contract is utilized for events such as movies or television filming, privately sponsored marathon races, parochial school events, etc.

According to law, the following criteria must be met before deputy personnel may be authorized to work private entity events:

- Events take place on an occasional basis
- Supplemental services shall be rendered by regularly appointed, full-time peace officers, or as negotiated with the respective certified employee organizations
- Duties performed by deputy personnel shall encompass only law enforcement duties and not services authorized to be provided by a private security operator (refer to Business and Professions Code 7521)
- Supplemental law enforcement services rendered to private entities shall not reduce the normal and regular ongoing service that the Department normally provides

Approval of the Private Entity Contract (PEC)

Written requests from private individuals or entities (contractors) shall be directed through the concerned Bureau Commander (Captain) to the Sheriff through the Contract Law Enforcement Bureau. Requests should explain the type of services required (e.g., crowd control), the number of deputy personnel needed, and the numbers of hours to be worked. This information shall be determined through discussions between the Captain and the contractor (or their representative).

Contract Law Enforcement Bureau personnel shall review the requests and, if appropriate, forward two copies of the PEC to the concerned Bureau for signature by the private contractor or their authorized representative. Both signed contracts shall then be returned to contract Law Enforcement Bureau. The Bureau Commander shall prepare an operational plan for each event which shall include the number of personnel required, the number of hours to be worked, and the duties of assigned personnel. This plan shall be forwarded to the Contract Law Enforcement Bureau with both contracts.

Contract Law Enforcement Bureau shall process the Private Entity Contract and shall forward one copy of the signed PEC to the concerned Bureau, while retaining the second document. Bureau Commanders shall make a copy of the contract for their files and forward the signed original of the contract to the private contractor.

Private Entity Contracts with Movie/Television Studios

Sheriff's Headquarters Bureau personnel will be responsible for coordinating Private Entity Contracts between the Department and movie/television studios. Personnel contacted by movie representatives shall refer all

requests for movie/television contracts to the Sheriff's Headquarters Bureau.

Sheriff's Headquarters Bureau personnel will maintain a movie event log and contact concerned Bureau/Area staffs to coordinate Operational Plans for each event.

Jurisdiction and Staffing

Area Lieutenant shall be responsible for providing service within their branch facilities. If unable to fill manpower requirements from the involved branch, the Area Lieutenant shall solicit volunteers from other courts within their Areas. If still unable to meet manpower requirements, they shall contact their Bureau Headquarters and request assistance in obtaining the necessary personnel.

Staffing for private entity events should, whenever possible, remain with the smallest Unit level necessary to handle the event, e.g. the involved branch, the area, etc. If insufficient personnel are available from the concerned Bureau to meet the total manpower requirements of the PEC, personnel assigned to other Bureaus within Court Services Division shall be utilized. Any such necessity shall be coordinated through Division Operations staff.

Control Numbers, Billing and Timekeeping

Once the Private Entity Contract has been approved, concerned personnel shall obtain a PEC number from the Contract Law Enforcement Bureau. The PEC number is required in order for the timekeeper to enter any overtime worked into the County Wide Timekeeping and Payroll Personnel System (CWTAPPS). The PEC number should be used on all correspondence regarding the particular event. The information required for the private entity master log includes:

- Bureau providing service
- Personnel requesting PEC number
- Private entity company name
- Event name, date and location

Overtime Worked Reports (SH-R-251) shall be approved at the Branch Office responsible for coordinating the event and forwarded to the timekeeper for recording. The Overtime Worked Reports shall indicate overtime code #903 (Private Entity Contract) and specify both the private entity event name and the control number for each event.

Exception: Personnel assigned to Units other than the primary Branch shall have overtime slips approved by the event coordinator at the primary Branch providing the service. Personnel working the private entity event will be responsible for turning the approved overtime slips into their assigned Unit's timekeeper.

The Area Lieutenant shall, within three days following the conclusion of the PEC, send a memo to the Contract Law Enforcement Bureau indicating time expended on behalf of the private entity event. This memo shall include:

- Event name
- Control number
- Employee name (s), rank and employee number
- Total hours worked per employee (by date if event covers more than one day)
- Each Deputy's home Unit of assignment

- Type, vehicle number and mileage of any County vehicles used

Rates charged to the private contractor are determined by the Auditor-Controller and, pursuant to law, recover the full costs of providing the service(s) contracted for. Current rates can be obtained through the Contract Law Enforcement Bureau.

- **1-05/030.00 Service Comment Audits**

The Sheriff's Department will accept and review any comment from any member of the public concerning Departmental service or individual performance. It is the Watch Commander's responsibility to hear every commendation or complaint, even if another Unit's personnel are involved.

The term "Watch Commander" as mentioned in Department policy will be defined as "Branch Supervisor," for Court Services Division. It is recognized that the "Branch Supervisor" may hold the rank of Deputy Sheriff Bonus I.

When a person telephones or enters one of our facilities to express a complaint or commend our service and/or personnel, the person shall immediately be referred to the Branch Supervisor. No attempt shall be made to dissuade the person from bringing the comment to the attention of the Branch Supervisor. Personnel subordinate to the Branch Supervisor shall not screen the information or make attempts to resolve the complaint.

Regarding telephonic comments, the Branch Supervisor shall:

- Interview the person making the comment
- Complete a Watch Commander's Service Comment Report
- Refer to Manual Policy and Procedures
- Inform the citizen that they will receive a letter in the mail acknowledging the comment, accompanied by a copy of the Service Comment Report.
- Give the person the Service Comment Report serial number prior to the conclusion of the interview
- Document follow-up actions in a memorandum and forward to the Unit Commander

Regarding in-person comments, the Branch Supervisor shall:

- Interview the person making the comment
- Complete a Watch Commander's Service Comment Report
- Give the person the green copy of the Service Comment Report
- Give the person a copy of the document "Procedures for Public Complaints" SH-CR-596 (English or Spanish version as appropriate)
- Inform the citizen that they will receive a letter in the mail from the Unit Commander acknowledging the comment
- Document follow-up actions in a memorandum and forward to the Unit Commander

To ensure that the complaint process is adhered to, members of the Department's Inspectional Services Unit conduct periodic audits. The audit may take the form of a telephone call or a representative presenting

themselves at a public counter to make a face-to-face complaint.

Complaints received at the phone room about an issue or individual assigned to a specific Branch will be referred to that Branch. Complaints about the phone room or its employees shall be referred to the phone room supervisor.

• 1-05/040.00 Retention of Department and Division Records

Department records are governed by Manual of Policy and Procedures, this Division maintains various records associated with its civil process function, as well as, records specific to Court Services Division which is not addressed by the MPP.

The following records shall be stored at the Branch. The Branch, shall be defined as the Branch Office, lockup area, or any other secured storage area. The Records shall be destroyed at the expiration of the indicated retention periods by the Branch or Unit maintaining the records.

BAILIFF RECORD RETENTION:

Court Paperwork Tracking Log: The log should be stored at bailiff's desk for six (6) months.

LOCKUP RECORDS:

Title 15 Log Books: These records shall be maintained at the unit for five (5) Years.

Incident Reports (SHAD 49'S): Major incidents, five (5) year retention, minor incidents until released. All original reports sent to Headquarters. ****

Inmate Sick/Injury Reports, (SHAD 49's) Inmate Injury Reports Custody Form Only: One (1) year retention at unit. Original report sent to Headquarters. ****

Inmate Complaint Forms: Copy kept on file at unit for a period of five (5) years. Original form sent to Headquarters. ****

Inspection Reports: Corrections and Standards Authority for Court Holding Facilities, County Grand Jury and other County Inspection Boards or Commissions, Health Department, Fire Department .etc.: Reports shall be on file for a period of three (3) years. Originals sent to Headquarters. If reports are sent directly to the unit's Headquarters by the inspecting entity the Headquarters' Operation Staff shall confirm that a copy has been sent to the Unit. It is still the responsibility of the Branch Supervisor to make sure they have an up to date and complete copy of all facility records required by the state and county.

Maintenance Records: See Title 15 Log Book

Citations (Release): Thirty (30) days, copy kept with new booking packet.

Inmate Property Releases: Two (2) years

Cell Check Forms / Prisoner Transmittals Court Check in List: Two (2) years

In Court Release Forms/ Records and Transmittals: Two (2) years

- Note**** Copies of SHAD 49's and other reports may at the Branch Supervisor's direction out of administrative necessity be stored outside of the lockup in the Branch Supervisors Offices.

OTHER BRANCH RECORDS:

Motorola HT1250 Radios: Radio List issued to personnel at Unit. Depending on the size and necessity of the Unit the Branch Supervisor shall have the discretion to the form and format and dissemination of the radio list form. Radio lists shall be updated and maintained on an ongoing basis, in order to respond effectively to emergency (e-trigger) activation.

MRK Radio List: A log shall be maintained of all MRK radios issued to deputies that are on overtime, but not assigned to the unit. This daily log shall be on file for a period of 6 months. The exception would be for those units that enter the MRK radios in the unit's Title 15 log or "Red" Book. Those logs have to be maintained for five (5) years.

Red Book: Such log books recording unit activity shall be maintained at the unit for a period of five (5) years.

Closing Procedures Log: Those facilities, that due to their uniqueness and size, may have separate procedures for closing their facilities. All closing procedures and their logs shall be maintained at the Branch Office for a period of one (1) year. The exception would be those Units that make their entries in the Title 15 logbook or "Red" book entry. Those logs will be maintained at the five (5) year period.

Court List: Per the discretion of the Branch Supervisor, the court list may be stored in the Branch Office or lockup according to the needs of the unit. Court List shall be maintained for six (6) months. Exception; if items are attached to other lists due to the needs of the unit, and with the approval of the Branch Supervisor that may be kept for a longer duration.

Papers Only Log: Papers only log shall be maintained for a period of six (6) months. Original court orders shall be sent to I.R.C. on a transmittal.

P.M. Holds/Temporary Remands: Original Court Orders, (Remanding Order, Release Order and booking paperwork) may be stored at the Branch Office or lockup, but must be stored for a period of one (1) year.

Court Cell Check Logs: Cell Check Logs must be maintained for a period of two (2) years. (Storage of documents is at the Branch Supervisor discretion. Records can be stored in lockup according to the size and needs of the Court facility.)

Inmate Clothing Form: Relating to in custody clothing brought into the Court facility. Form is to be kept on file for a period of one (1) year.

Restraint Log Forms: Restraint Forms and a copy of the Court Order requesting a restraint device shall be maintained at the unit for a period of three (3) years.

Safety Chair Form: Safety Chair Restraint Form and a copy of the Court Order and the video tape of the use

of the chair shall be maintained on file in the Branch Office for a period of four (4) years. A copy of the completed Safety Chair Log shall be sent to Court Services Training Unit.

CIVIL PROCESS RETENTION:

RETENTION PERIOD	RECORDS
1 year	-MAPAS - Monthly Management Reports (Retain at Information System Section) -Field Logs
2 years	-Daily Transaction Lists -Intra-Division and Intra-Office Correspondence -Miscellaneous Receipt Pink Copy -Warrant Records (Including Criminal History or "Rap" sheets)
3 years	-Miscellaneous Receipt Books -Monthly Reconciliations -Bank Records (Deposit records, statements, canceled checks)
10 years	-Real Estates Case Files and Ledgers -Writ Process

• 1-05/050.00 Notification and Reporting of Significant Incidents

Any major or noteworthy incident occurring within the Division shall be brought to the attention of the appropriate Division Area Commander and Security Operations Unit Lieutenant as soon as possible.

It shall be the Court Services Commander's responsibility to personally make notifications to the Chief and Assistant Sheriff in a timely manner.

Notifications should be made even if all the circumstances are not immediately known and prior to an Operations Log or Chief's memo. The notification shall be made telephonically, not by e-mail or fax. This includes, but is not limited to:

- Acts or attempted acts of violence with racial and/or political terrorist implications
- Any significant incident involving any employee or Judicial Officer or Court employee, especially if they are the victim of a crime, either on or off duty
- Any serious employee injury, illness or death, either on or off duty
- Any visits by the Sheriff, Department Executive, or Dignitary
- Any inspection by a government agency, such as the Health Department, Grand Jury, or Department Commander
- Any other unusual incident that would be of interest to the Sheriff or Department Executives
- Arrest or detention of Departmental personnel

- Attempt suicides
- Civil disturbances at any court facility
- Employee relieved of duty
- Escapes and attempt escapes of inmates or inmate workers
- Erroneous release In-custody deaths (natural, accidental, homicide, suicide)
- Inmate disturbances
- Interview of Department personnel by the media
- Local Court decisions affecting any Departmental facility
- Major disasters at any Court Services Division Facility
- Major mechanical failure causing a serious disruption at any Court Services Division Facility
- Officer involved shootings (on or off duty), includes accidental discharge
- Or any other incident that would generate a Chief's Memo or an Operations Log entry
- Significant force incidents that require a PSTD response
- Special Weapons Team responses
- Vehicle collisions involving Department personnel

Sheriff's Operational Log

The purpose of the Operational Log is to immediately inform the Sheriff, Undersheriff, Assistant Sheriff and Division Chiefs of incidents, actions or events beyond the normal scope of routine operations. Entries to the Operational Log shall be made by telephone and require a detailed memorandum to Division Headquarters.

Each Bureau Headquarters, or the responsible Area Lieutenant, shall be responsible for promptly notifying the Sheriff's Headquarters Bureau of unusual incidents requiring an Operational Log entry. It should be noted that Operational Log entries are not automatically used as press notifications (Code 20), and that the reporting party has the responsibility to determine if the reported information should be released to the press.

Memorandums to Division Headquarters

Additionally, all significant incidents shall require a memorandum to the Division Chief from the Bureau Commander or designated Lieutenant. This memorandum should be concise, yet contain all pertinent information so that Division Executives will be fully informed of the circumstances involved.

Notification to Court Officials

A notification shall also be made to the Presiding or Site Judge in the District where the incident occurred, unless there are extenuating circumstances, such as a "confidential" incident. The date and time of the notification, or a reason for not making the notification, shall be included in the memo to the Chief.

After Hour Notification

If the significant incident occurs during the evening or early morning hours or during a weekend/holiday period, notification should be made to the Sheriff Information Bureau (213) 229-2222 who will make the necessary notification. Any reports or memorandum shall be delivered to the Division Chief's office prior to 0830 hours the following business day. The Chief's memorandum should be accompanied by any and all supporting reports and documents.

• 1-05/060.00 Agency Jurisdiction Involving Courthouse Incidents

Sheriff's personnel within each courthouse are responsible for the safety and security of all persons entering the courthouse. This responsibility requires our response to all incidents involving safety and security, and our handling of the incident until rendered safe. Once this has been accomplished, the incident will be evaluated by the Branch Supervisor as to the appropriate course of action.

To clearly delineate subsequent investigative responsibilities, the following will define assignment:

Inmate Related Incidents

Per Custody Division policy, The Jail Investigations Unit, Custody Division, will be designated as the handling unit for all custody involved matters occurring within court lockups and courtroom venues. They will also be designated as the handling unit when force has been used by Department personnel and a criminal complaint is filed.

Courtroom Related Incidents

In all criminal cases evolving from courtroom related incidents, (non-custody or force related) the Security Operations Unit, Court Services Division becomes the primary investigative unit.

Weapon Screening and Other Public Areas

In all other matters not specified here, criminal incidents shall be directed to the local law enforcement agency for disposition.

Branch Supervisors are encouraged to contact their local policing agency counterpart, and develop a dialog on areas of mutual concern to ensure policies and procedures are in place prior to any incident. The Area Lieutenant shall intervene where an agreement cannot be reached by the Branch Supervisor and the local agency.

Procedures

Sheriff's personnel who encounter, or are made aware of an incident requiring law enforcement intervention shall:

- Identify the problem and dispatch sufficient personnel to safely handle the situation
- Immediately notify the local policing agency, if their responsibility. If life threatening, make notification via 9-1-1
- Detain any possible suspects
- Provide any medical attention needed/notify paramedics
- Protect the crime scene, and any possible evidence
- Gather information for a crime broadcast to the local agencies dispatch
- Identify any potential witnesses/obtain name, address and phone number
- Prepare all appropriate reports

Immediate contact shall be made to the appropriate investigative detail:

- Jail Investigations Unit at (213) 974-4122 or (213) 974-4422. Incidents reports involving courts shall be

faxed to RightFax group (Jail Investigation's Unit Fax) (323) 415-3366 (the office fax number for the Jail Investigations Unit of (213) 974-4864 is to be used only if RightFax is inoperable). Notify Twin Towers Main Control at (213)893-5100 for incidents that occur after hours or on weekends

- Security Operations Unit at (213) 893-2031
- Your local law enforcement agency

Notifications

If the incident is of a serious nature or involves a Judicial Officer, their staff, or a member of the Sheriff's Department, an immediate notification will be made to the Area Lieutenant, Bureau Headquarters, Division Headquarters, Security Operations Unit, Jail Investigations Unit, and the Supervising Judge. The Sheriff's Headquarters Bureau will be notified per existing policy for an operational log entry.

Branch Supervisor's Responsibility

It is the responsibility of the Branch Supervisor to professionally manage the incident. The Branch Supervisor has the overall responsibility to ensure that the incident is rendered safe, and that subsequent administrative responsibilities are adhered to.

Nothing in this policy precludes adjustment of this policy based on specific facts not fully delineated with the concurrence of the Area Lieutenant.

• 1-05/070.00 Court Services Division Radio Call Signs

Court Services Radio Call Signs will be used when assigning personnel to field Units and for designated personnel to have established radio identifiers. Refer to "Court Services Radio Call Signs" on CSDNet Forms.

• 1-05/080.00 Reference Number System

When an incident occurs that requires a written report(s), personnel at the Branch will call the Bureau operations staff and request a reference number. The operations staff will access the Reference Number System and issue the reference number for all reports associated with that event. Once the reference number has been issued to the requestor, the reference number shall be written at the top of each report(s). In some events an URN may also be required. The Reference Number system issues a unique number specific to the requesting Unit.

Bureau/Unit

Reporting District	Year	Date	Incident Number
4400	2005	704	101

The Reference Number system then creates an electronic file number listing all reports associated with that event. All reports pertaining to this number will be entered into the Reference Number System. Each Bureau/Unit will have a reference log and their own Reporting District (RD).

Court Services Division Headquarters	4000
Central Bureau	4050
East Bureau	4100
West Bureau	4400
Civil Management Unit	4200

Whenever an incident occurs that encompasses one or more of the following events, a reference number shall be drawn by the Branch and issued by the Bureau/Unit.

- Incident requiring a SH-AD 49
- Force Incident
- Erroneous Release
- Inmate Complaint
- Mental Observation
- Inmate Injury
- Inmate Incident
- Employee Injury
- Other incidents as directed by Court Services Division

Reference numbers will be drawn in addition to urn numbers, should it be required. For further information refer to the Court Services Division reference number training manual.

• **1-05/090.00 Computer Games on County-Owned Computers**

It is a violation of Department policy to install personally-owned computer games on County-owned computers. It is also a violation of policy to play computer games on County equipment during working hours. Such activity constitutes an inappropriate use of both County equipment and County time. Court Services Division Supervisors shall take appropriate measures to ensure that computer games are not played during business hours.

• **1-05/100.00 Wellness Program**

Each Branch will have a Wellness Coordinator who will oversee that wellness information being disseminated to the personnel at their unit of assignment. The coordinator will assist in the yearly work site health assessments of their Units personnel. They will keep a library and catalog of wellness information available to their Units personnel. They will also be part of the Department Wellness Program and attend quarterly meetings.

Each Area Lieutenant is responsible for ensuring that their Wellness Coordinators are fulfilling the duties relative to the assignment. Area Lieutenant monitoring the audits will ensure compliance by the coordinators

as outlined in the guide, with emphasis on the following areas:

- Utilization of the coordinator's guide and wellness module
- Program materials are disseminated to work site, general and safety employees
- A Wellness Committee has been established at the work site with regularly scheduled meetings
- A tracking system has been implemented with quarterly budget/cost reports sent to the Wellness Program Unit
- Attendance at the Department wellness quarterly meetings
- Assistance in scheduling and coordinating the yearly work site health assessments for their personnel
- A wellness library and catalog has been created and is accessible to employees

Each Branch/Unit will have a review of its program included in their annual audit. Unit Commanders and Area Lieutenants will now be required to verify the existence of an ongoing Wellness Program as well as the presence of a wellness module and coordinator's guide at each at each Branch or Unit.

Lieutenant and Unit Commanders are reminded that the Wellness Program is important to the welfare of our personnel. The priority you give to its success is relative to the priority we place on the well-being of our employees.

• **1-05/110.00 CSDNET (Court Services Division Network) (UNDER REVIEW)**

Court Services Division has developed its own Intranet site, CSDNet (Court Services Division Network). CSDNet not only pertains to matters related to Court Services Division but also includes a link to the Sheriff Department's main Intranet site, LASD Intranet. Additional Intranet sites may be added in the future, such as ISABROM, which is a computer law library. A number of important resources have been placed on the CSDNet including: the Manual of Civil Procedure; Court Services Directives; Civil Advisory Sheets; various forms used in the Division; MAPAS Bulletins; the Administrative Volume; the Lockup Volume; the Bailiff Volume; the Levy Crew Volume; the Keeper Volume; and, a newsletter entitled, Court Services Division News. By enabling employees to research policies and procedures using key words or phrases, CSDNet promises to enhance our efficiency as we strive to better serve the public.

Court Services Division News

Any Court Services Division employee may submit an article for inclusion in the Court Services Division News. The article must be approved by the employee's Unit Supervisor, e.g., Branch Supervisor, Bureau Commander (Captain) and an Area Commander. If time is of the essence, as in the case of a funeral notice, the article may be submitted and approved electronically by e-mail or fax... Each Bureau (West, Central, East and CST) and Division Headquarters is encouraged to submit articles. The approving Area Commander will submit the article to **CSD CMB Special Projects** for inclusion on CSDNet, which will be updated as articles are received.

Mapas Bulletin

The Lieutenant in charge of the Security Operations Unit promulgates MAPAS BULLETINS to update personnel on MAPAS policies and procedures. MAPAS BULLETINS remain in effect until modified. The approving SOU Lieutenant will submit MAPAS BULLETINS to Sierra Systems Liaison for inclusion on CSDNet.

Forms

Various policies and procedures involve forms which will be available on the CSDNet. A form may not be added or revised unless accompanied by a Directive, MAPAS BULLETIN or revision of a Court Services Division Manual (Administrative Volume, Lockup Volume, Bailiff Volume, Security Volume, Levy Volume, Keeper Volume, Manual of Civil Procedure, etc.) authorizing its use.

Manual of Civil Procedure, Levy Crew Section, Civil Advisory Sheets

The Civil Advisor Section maintains and updates the Manual of Civil Procedure and the Levy Crew Volume and prepares Civil Advisory Sheets concerning civil procedure questions researched by the section. Following approval by an Area Commander, the Civil Advisor Section Sergeant will submit manual revisions and Advisory Sheets to Sierra System Liaison for inclusion on the CSDNet.

Other Sections to the Court Services Manual

The Civil Advisor Section is the central repository for all Court Services Division Sections, which are issued under the authority of the Chief of Court Services Division. Proposed revisions to the Bailiff Volume, Keeper Volume, and Lockup Volume shall be submitted to the Chief through the chain of command. Following approval by the Chief, the Civil Advisor Section Sergeant will submit manual revisions to Sierra Systems Liaison for inclusion on CSDNet.

Division Directives

The Chief of Court Services Division promulgates Division Directives concerning policies and procedures of the Division. Directives remain in effect until revised or rescinded by subsequent Directives. After approval by the Chief, the Division Headquarters Operation's Lieutenant will submit Directives to Sierra System Liaison for inclusion on CSDNet.

CSDNet SUGGESTIONS

Any Court Services Division employee may submit written suggestions concerning the design and formatting of CSDNet. Suggestions must be approved by the employee's Unit Supervisor, e.g., Branch Supervisor, Bureau Commander (Captain) and an Area Commander. The approving Area Commander will submit the suggestions to Sierra Systems Liaison for technical evaluation and/or implementation.

• 1-05/120.00 Inmate Complaints

Any inmate within Court Services Division may have grievances relating to any condition of confinement. All inmates are permitted to make a complaint or inquiry, whether or not it is written on the specified form. All sworn personnel shall make available inmate complaint forms upon request when a matter cannot be resolved informally. Personnel shall consider inmate inquiries as potentially legitimate, and when appropriate refer an inmate to the Branch Supervisor who can address the inquiry, or to the inmate complaint procedure. Personnel are prohibited from discouraging inmates from voicing complaints or concerns about their incarceration.

Each Bureau Operation's Lieutenant shall assume the collateral duty of Inmate Complaint Coordinator (ICC). The ICC shall review each form and initiate the entry into the Operations Information Management (OIM) or appropriate data base. The ICC shall ensure all complaints or requests are investigated and resolved within ten days of being received or as soon as reasonably possible.

The ICC shall ensure that (OIM) is updated with the final disposition of the complaint or request. The ICC shall then forward all approved dispositions to the Unit Commander or his designee for approval and signature.

It shall be the Area Lieutenant's responsibility to ensure that the inmate complaint forms are available and all sworn personnel are aware of their purpose.

The responsibility for investigating inmate complaints lies with the Branch Supervisor, unless he/she is a factor in the complaint. In such cases, the complaint will then be referred to the Area Lieutenant for assignment. Resolved complaints shall be reviewed and signed by the Area Lieutenant and forwarded to the ICC. The ICC shall forward it to the Unit Commander or his designee for review and approval.

In cases of allegations of employee misconduct, wherein the Area Lieutenant determines that further inquiry or a recommendation for an administrative investigation is warranted, he shall forward a memorandum with all related inmate complaint documents to the Unit Commander with his recommendation.

All original complaint forms collected shall be delivered to the ICC.

The ICC shall review each complaint and determine whether it is the receiving branches' duty to investigate and resolve, if it belongs to another unit, or if it affects both the receiving branch and another unit.

The ICC shall ensure that all complaints receive a Division Reference Tracking Number and are entered in (OIM) or appropriate data base.

- If an inmate's complaint involved the receiving branch only, the coordinator will ensure that a reference number is obtained and will assign a staff member to conduct an inquiry into the complaint.
- If an inmate's complaint only involved conditions or personnel at another unit, the unit receiving the complaint shall not obtain a reference number. The ICC will FAX the complaint to the concerned facility's unit commander and mail the original. It shall then be the handling unit's responsibility to obtain a reference number and handle the complaint.
- If an inmate submits a form with more than one complaint involving the receiving branch and another unit, the ICC shall obtain a reference number for the complaint involving his unit. He will then FAX the form to the unit commander of the other involved unit, who will obtain their own reference number and handle it as an independent complaint involving their unit.

Inmates shall be advised of their complaint disposition within ten days of the complaint date unless they are no longer in custody. The inmate's signature on the bottom of the completed Inmate Complaint Form will satisfy the requirement of written response. If the inmate is released prior to completion, it should be noted on the form.

Complaints received from inmates after they have been released shall be processed on an Inmate Complaint form (not a Watch Commander Service Comment Report form) pursuant to Manual of Policy and Procedures.

When an inmate complaint involves the conduct of a deputy sheriff, the results of any investigation regarding the deputy shall not be disclosed in any form, including written responses to inmate complaints (per section 832.7PC). The disclosure of any results of inquiries pertaining to staff conduct (deputy or otherwise) shall be limited to the following information:

- Acknowledgment of the complaint

- Statement that the investigation was completed
 - Assurance that appropriate administrative action has been taken
-

• **1-05/130.00 Unscheduled Absences Policy**

Whenever an employee must be absent, they shall notify their supervisor as soon as possible, but at least thirty (30) minutes prior to the start of their shift. Personnel must report their absence to their Supervising Sergeant or higher ranking supervisor. When a Sergeant is unavailable, they shall provide an adequate telephone number to allow a Sergeant to contact them. When required, employees shall submit satisfactory proof of their absence (doctor's certificate or other satisfactory proof) to their supervisor within 72 hours of their return to duty.

Employees will be familiar with their responsibilities designated in Manual Policy and Procedures relating to injured or sick while off duty.

Unnecessary unscheduled absences and tardiness creates undue hardships in maintaining safe staffing levels. Supervisors shall judiciously review all absence with the goal of reducing unnecessary absence and tardiness. Supervisors shall encourage employees to use the process of pre-approved time off whenever possible and make every effort to grant time off requests authorized by policy or law.

Supervisor Responsibilities

When an unscheduled absence is suspicious or appears to fit a pattern indicating absence abuse, supervisors shall use good judgment to determine the appropriate course of action. Supervisory actions may include:

- Checking that an employee is at home
- Requiring documentation prior to approving leave time
- Counseling and providing resources for improvement
- Restricting optional overtime assignments
- Performance contracts
- Performance evaluation ratings of "needs improvement"
- Discipline for policy violations

When an unscheduled absence occurs, the Sergeant shall determine the cause and confirm that the time benefit requested is appropriate to the circumstances. Supervisors shall maintain an updated "Unscheduled Absence Log", which can be found in "Forms" and shall be kept in a secure place. All unscheduled absences and instances of tardiness will be logged to identify patterns indicative of abuse, including repetitive absences and absences which occur in conjunction with:

- RDO's, holidays, or other previously-approved or scheduled absences
- Previously denied absence requests
- Overtime assignments

Suspicious Absences

When the circumstances of an absence are suspicious, the Supervisor shall, at the time of the call-in, advise

the employee of the cause for concern and that the absence will initially be considered an “unauthorized absence” (unpaid). They shall direct the employee to submit documentation to support the absence upon their return to duty. The Telephonic Notification portion of the SH-R-96 absence request will not be approved (signed) until the employee provides an acceptable form of documentation. The issue shall be noted in the absence log.

County Code 6.20.120

“Any employee absent due to sickness, injury, pregnancy, quarantine, non-emergency medical or dental care, or any of the leaves provided for in 6.20.080 of this code, may be required, before such absence is authorized or payment is made, to furnish a doctor's certificate or other proof satisfactory to their department head that his absence was due to such cause.”

If the employee refuses or fails to provide adequate documentation, their absence will remain “unauthorized or U/A.” The un-signed absence request form, noting a brief explanation will be submitted with the employee's time card. A Unit Performance Log Entry (PLE) will be completed; documenting the Supervisor's verbal counseling (See exemplars). As appropriate, supervisors may advise the employee of Department resources to assist in reducing the absences. (See “Unscheduled Absence (PLE) One” in “Forms” for appropriate performance log exemplar,)

Repeated or Pattern Absences

When a supervisor recognizes that an employee is frequently absent or demonstrates a pattern indicating absence abuse, they shall verbally counsel the employee about their concerns and require them to provide appropriate documentation in future unscheduled absences. Should the pattern of absence continue, the supervisor shall advise the employee that future absences may be deemed unauthorized. In some cases of clear abuse, absences may be unauthorized even when doctor's certificates are provided. (See “Unscheduled Absence (PLE) Two and Three” in “Forms” for appropriate performance log exemplars,)

Repeated Unauthorized Absences

When absence abuse becomes notable, supervisors shall consult with their Unit Commander, through their Area Lieutenant for concurrence in taking additional action, including restricting optional overtime assignments and formal discipline for policy violations.

• 1-05/140.00 Personal Electronic Communication Devices

Personal Electronic Device – Any device capable of communicating, transmitting, receiving or recording messages, images, sound, data or other information by any means including but not limited to a computer, tablet, cell phone, or Bluetooth device, and all cameras.

Lockup and Attorney Rooms

Possession of ANY personal electronic device in a secured area is strictly prohibited.

Upon signature of the Court Services Division Laptop/Tablet Request and Acknowledgement Form, Attorneys from the Public Defender's Office may be granted permission to bring their department issued electronic communication device into an attorney room or court lock-up to interview their client, on a non-contact interview.

Per 4575 (a) P.C.: any person in a local correctional facility who possesses a wireless communication device, including, but not limited to, a cellular telephone, pager, or wireless Internet device who is not authorized to possess that item, is guilty of a misdemeanor, punishable by a fine of not more than one thousand dollars (\$1,000).

A correctional facility is defined as any secured facility, station jail, and court lockup.

Any prior approval will come from the Assistant Sheriff of Custody Operations.

Courtroom and Attorney Rooms

Personnel shall not use ANY personal electronic device(s) while performing their assigned duties in court (when court is in session/open and occupied), except in an emergency situation.

Weapons Screening

Personnel shall not use ANY personal electronic device(s) while performing their assigned duties at weapon screening, except in an emergency situation.

Operating a County-Owned Vehicle

Absent extenuating circumstances, members shall not operate a cellular device while driving any marked, county-owned vehicle. When practical, members shall use a cellular device headset/earpiece (e.g., Bluetooth, other hands-free device, etc.) when engaged in a telephone conversation while driving; however, such devices shall not be worn when the cellular (wireless) device is not in use.

NOTE: This prohibition shall apply to the use of the cellular device for both voice communications as well as data (text) communications. Members shall not use a personal cellular telephone or any other similar personal communication or recording device to record, store, document, catalog, transmit, and/or forward any image, document, scene, or environment captured as a result of their employment and/or while performing official Department business that is not available or accessible to the general public. Official Department business shall include, but is not limited to, confidential, sensitive, or copyrighted information that is printed, audio recorded, photographed, or video recorded; information related to any past, present, or anticipated criminal, civil, or administrative investigation, including reports, declarations, evidence, photographs, videos, or audio recordings; and/or, photographs of suspects, arrestees, defendants, evidence or crime scenes.

NOTE: A personal cellular telephone or any other similar personal communication or recording device used exclusively to record contacts with members of the public during legitimate Department business (e.g., traffic stops, etc.) are exempt from the provisions of this section.

NOTE: This restriction does not include the scanning devices specifically used for the Title 15 security checks.

• 1-05/150.00 Interpretation of Forms for Non-English or Non-Reading Person

When presenting a form for a person to sign, ascertain if they can read and understand English. If so, have them sign the form as needed.

If they do not read and/or understand the English version of the form, it can be read to them in a language they understand and verbally acknowledged. The person who verbally translated the form will also sign the form.

In the event the person refuses to sign the form, the assigned Deputy and a supervisor shall then sign their names to the original form, noting the refusal of the concerned person to sign.

• **1-05/160.00 Handling an Accelerated Civil Claim Settlement**

This procedure shall be followed in instances where our personnel have made an error, we immediately recognize the error, and determine that the claimant is justified in seeking the requested compensation. For example, a clerk receives funds from a wage garnishment and inadvertently enters them in the wrong account.

Accelerated claim settlement procedures will enable the claimant to rapidly recover their funds, thereby avoiding legal action against our Department.

The procedure is as follows:

- Document the incident/error in a memorandum to the Bureau Captain. Attach pertinent documents (ASIS printout, crime/incident report, etc.)
- Forward the memo and attachment to your Bureau operations staff as soon as possible
- Bureau operations staff will prepare a memo from the Bureau Captain to Risk Management Bureau Captain recommending that the claim be paid
- E-mail the entire package will be hand-carried to the Civil Litigation Unit, Risk Management Bureau, who will take it to the Board of Supervisors for a quick resolution

Any questions regarding this procedure or the settlement should be referred to your Bureau operations staff or to the Civil Litigation Unit at (213) 890-5446.

• **1-05/170.00 Procedures for Processing “Resistance, Delaying and Obstruction Arrests” (148(A)(1) PC, 69 PC and 243(b) PC)**

Deputies shall use discretion and good judgment when deciding to arrest for any of the following penal code sections: 148(A) (1) PC, 69 PC and 243(b) PC. Generally, verbal resistance or disrespectful behavior alone is not sufficient to justify resistance or obstruction arrests.

Pursuant to the Arrest Review Procedures set forth in MPP, the watch commander (Court Services Area Lieutenant) must review and approve 148(a)(1) PC arrests. Additionally, misdemeanor 243(b) PC arrests shall also require the Area Lieutenant to review and approve. Just as felony 243(c) (2) PC and 69 PC already do.

This review shall be required whether the obstruction charge(s) are the sole/primary charge, or are the secondary charge(s).

The arresting deputy shall document in his arrest report the name of the Area Lieutenant’s name that approved

the arrest.

The Area Lieutenant who reviewed/approved an arrest that includes a charge for 148(A) (1) PC, 69 PC, 243(b) PC and 243(c)(2) PC shall make every reasonable effort to also read and co-sign the arrest report and any supplemental reports after the Branch Sergeant has signed them.

When reviewing the arrest reports, special scrutiny shall be undertaken with respect to the deputy's documentation of the duties that were interfered with and the suspect's actions causing the resistance, obstruction, battery, delay or interference. The Area Lieutenant is accountable for ensuring that the elements and details of the arrest that were described verbally by the arresting deputy are included in the report.

Note: Refer to the "Resistance, Delaying, and Obstruction Arrest Guidelines" in CSDNet "Forms" to assist you in reviewing these reports for proper content.

If the report(s) are not completed by the end of the Area Lieutenant's shift, the report(s) will be processed without his/her signature. He/she will nevertheless be required to read a copy of the report within five calendar days of the arrest. The Area Lieutenant shall also document all "Resistance, Delaying, and Obstruction Arrests" in the Operations Tracking Data Base System.

In

In any case in which the approving Area Lieutenant feels the report is so deficient that prosecution is jeopardized, he/she shall confer with the Detective Bureau Lieutenant or prosecutor. The Area Lieutenant shall also advise the arresting deputy of his/her concerns and take appropriate action as to the deficiency.

The Area Lieutenant shall be responsible for forwarding to the Captain a signed copy of the 148(A)(1) PC, 69 PC, 243(b) PC and 243(c)(2) PC reports for which he/she approved the arrest. The captain shall maintain a file of 148(A) (1) PC, 69 PC and 243(b) PC reports and shall review each report for both quality control and civil liability.

Should a 148(A) (1) PC, 69 PC, 243(b) PC and 243(c) (2) PC case be rejected by the prosecution. The reasons for the rejection and whether the case could or should have been handled differently should be addressed with the Branch Sergeant and the victim deputy.

The tracking system and quarterly reports will be reviewed quarterly by each Division Headquarters.

• 1-05/180.00 Escape and Attempt Escape Defined

Escape - High Security

An escape is defined as any unlawful leaving of a courtroom, court lockup, or transportation vehicle, or from a deputy sheriff or civilian employee of this Department having lawful custody of the individual.

Escape - Attempt

Any interrupted effort to escape resulting in the capture of the inmate prior to the completion of the escape, from the confines of a courtroom, lockup or detention area.

Note: Courtroom being defined as any area inside the courtroom before the hallway doors.

Note: Lockup being defined as any area inside the lockup before the exit to a public area.

Note: Detention Area being defined as any space occupied by an inmate, either secured or unsecured but under the direct supervision of a deputy sheriff or civilian employee of this Department having lawful custody of the individual.

Note: In custody inmates from local law enforcement agencies that are left at a Superior Court for arraignment are in the temporary custody and control of the Sheriff. An attempt escape or escape of these inmates are the responsibility of the Sheriff's Department.

• 1-05/190.00 Reserves in Court Services Division Policy and Procedures

Designated Reserve Level I (Level 1D) and Non-Designated Reserve Level 1 (Level 1ND) may work in Court Services Division as a qualified peace officer under 830.6 (a) (1) and 830.6 (a) (2). They may work any position a Deputy Sheriff Generalist can work. All reserves are assigned to Court Services Division, not a specific bureau.

A reserve beginning to work in Court Services must attend the same Court Services Orientation that the Part Time Deputies attend and must contact the reserve coordinator to schedule an orientation.

Note: Level II and Level III Reserves may not work in Court Services Division.

Accounting for Reserve Hours

It is very important that the hours worked, by a reserve, in Court Services Division is reported to the reserve's coordinator. If a reserve works at a court, the branch supervisor will ensure a time sheet is filled out and submitted to the reserve coordinator at Division Headquarters. The time sheet to be used is the, Weekly Time Card – Temporary Employee. In the upper right corner of the time sheet on the Unit Name line, fill in the word Reserve – (Court Name). Please ensure the time sheet begins on a Sunday and ends on a Saturday.

All hours worked, by a reserve, at the court must be recorded by the branch in the same way hours are recorded by an overtime deputy or a part-time deputy in the Trial Court Funding System. A reserve must be scheduled to work behind a vacancy at the court. A reserve may not just come in "on their own" to work.

Any Reserve Level 1D or 1ND assigned to Court Services shall report their hours to their reserve coordinator.

If a reserve deputy works Court Services Division from an outside unit, the hours worked must be reported to their reserve coordinator. The branch supervisor or representative should send an email verifying the hours. The reserve is ultimately responsible for tracking their hours and confirming the hours were recorded by their coordinator.

• 1-05/190.05 Definitions and Training Requirements of Reserve Deputies Permitted to Work in Court Services Division

Definitions and Training of Level I D and ND Reserves:

Designated Level I:

Reserve deputies are appointed to a “designated” Level I position by authority of a county resolution. Level 1-D Reserves have completed the Department’s POST approved Field Training Program and other Basic POST requirements. This is the only category of reserve that has 24-hour peace officer authority. All other reserve levels have peace officer powers only for the duration of the person’s specific assignment. A Level 1-D Reserve may work alone and perform the same duties as a full-time deputy.

Reserve deputies have been granted designated Level I status if they possess either a POST Reserve Officer Certificate or a Basic POST Certificate “Departmental Exit Option,” which allows regular deputies to transition to reserve status upon resignation or retirement.

Upon completion of the Sheriff Department’s POST approved Field Training Program, designated Level 1 Reserves are granted the following:

- Full peace officer powers both on and off duty
- Authority to carry an off duty weapon, conforming to Department policy, without the need for a concealed weapon permit
- Individuals with full-time peace officer status who are exercising the “exit option,” may be assigned to tasks routinely performed by regular deputies. This includes supervising Level II and Level III Reserves
- Reserves possessing a POST Reserve Officer Certificate may be assigned to tasks routinely performed by regular deputies, including supervising Level II and III Reserves

Non-Designated Level I:

Non-Designated Level I Reserves have not yet completed the Department’s POST approved Field Training Program, but have completed all other required training to rise to a Level I Reserve. A Level I-ND Reserve may work alone and perform the same duties as a full-time regular deputy. However, their peace officer authority is only for the duration of the reserve’s specific assignment.

Non-Designated Level I Reserves are granted the following:

- Peace officer powers only while on duty
- Authorization to carry an off-duty weapon, only if they have a concealed weapon permit
- Possible assignment to tasks routinely performed by regular deputies, except they shall not be assigned to supervise other reserve deputies in a general law enforcement capacity
- Due to recruit changes in POST training requirements, Non-Designated Level I Reserves may not upgrade to Designated Level I status unless they apply for the Basic Course Waiver (through POST) or by repeating the Basic course (modular or intensive).