

BYCS PROCEDURES MANUAL

A. INTRODUCTION

-Forward

B. ADVOCACY

B2 -Youth Rights & Responsibilities

B3 -Youth Advocacy

B4 -Complaint Process

B5 -Child Abuse Protocol

C. SECURITY AND SUPERVISION OF RESIDENTS

C1 -Behaviour Support & Management

C2 -Counts

C3 -Living Unit Procedures

- a. Allowable Items
- b. Basic Unit Rules
- c. Canteen
- d. Evening Snack Distribution
- e. Gambling
- f. Laundry Procedure
- g. Living Unit Procedures
- h. Log Book Entries
- i. Peaceful Sit-Ins
- j. Resident Unit Files
- k. Shift Exchange Procedure
- l. Unit Meetings
- m. Venture / Sep Con Procedures
- n. Room Inspection Protocol

C4 -Police Packages

- a. Assaults in Custody
- b. Sexual Assault

C5 -Searches of Persons & Property of Youth

C6 -Staff Supervision

- a. Continuous Monitoring
- b. Staff Supervision

C7 -Use of Physical Restraint & Mechanical Restraint Devices

C8 -Use of Hand Held Video Equipment

D. OPERATIONAL PROCEDURES

D1 -Assistant Director of Operations (ADO) Procedures

- a. ADO Responsibilities & Duties
- b. How to Burn a CD for Evidence
- c. Use of DVR and Surveillance Cameras at BYCS

D2 -BYCS Control Manual

D3-Communications Protocol

D4-Resident Phone and Visit Procedures

- a. How to Place Resident Phone Calls on Unit
- b. Privileged Telephone Calls Policy
- c. Privileged Phone Calls – Visit Room Procedure

- d. Suspicious Mail Items
 - e. Visit Officer Procedures
 - f. Visits Policy
 - g. Youth Telephone Calls Policy
 - h. Youth Written Correspondence
- D5-Contraband
- D6-Control / Prowl Duties
- D7-FOB Usage Procedure
- D8-Police Investigations
 - a. Police s.15 -Security
 - b. Police Investigations
 - c. Police Seizure of Personal Effects
- D9-Protection of Evidence
- D10-SFU Researchers' Interview Procedures
- D11-Security Checks
 - a. Saturday AM Security Checks
 - b. Security Checks
- D12-Senior Youth Supervisor Duties
 - a. Completing the Weekend High Risk List
 - b. Incident Reporting – SYS
 - c. SYS Duties & Responsibilities
 - d. SYS Night Shift Duties
- D13-Separate Confinement
 - a. Concurrent Sep Cons
 - b. Continuous Monitoring
- D14-Tools

E. SECURITY AND CONTROL IN EMERGENCY SITUATIONS

- E1-BYCS Earthquake, Disaster & Site Evacuation Plan
- E2-Computer System Failure
- E3-Critical Incident Response Procedures
 - a. Critical Incident Review
 - b. Post Critical Incident Procedures
- E4-Emergency Contact Numbers
 - a- 30 & 60 Minute Staff Emergency Responder List and
Emergency Contacts for Managers
- E5-Emergency Response Codes
- E6-Emergency Situations
 - a. Bomb Threats
 - b. Contingency Plan for Escapes
 - c. Disasters
 - d. Fire Protocol
 - e. Hostile Visitor Protocol
 - f. Fire Panel Procedure
 - g. Food & Water Supply Disruption
 - h. Hostage Taking
 - i. Media
 - j. Riots & Disturbances
 - k. Workplace Violence Prevention & Response
- E7 -Use of the Protective Shield

F. HEALTH CARE – MENTAL HEALTH

F1 -Health Care / Mental Health Protocols

- a. Emergency Allergic Reactions
- b. Head Injury Protocol
- c. Influenza Pandemic Health Care Contingency Plan
- d. Refusal to Eat
- e. Self-Medication
- f. Special Diets
- g. Strong Sheet

G. PROGRAMS

G1 -Programs

- a. Fitness Room Protocol
- b. Gym Protocol
- c. Haircut Program
- d. Healthy Eating Program
- e. Library Program
- f. Model Building Program
- g. MPR#1 Protocol
- h. Nail Program
- i. Night Hoops Program
- j. Obstacle Course Program
- k. Outdoor Program Protocol
- l. Photo Program
- m. Religious & Spiritual Programs

G2 -Gender Specific Programming

G3 -Incentive Program

G4 -Program Officer Backfill Protocol

G5 -Resident Reading, Viewing & Listening Materials

G6 -School Coordinator Backfill Protocol

G7 -Volunteers-Programs

H. CASE MANAGEMENT

H1 -Classification

H2 -CM Assessments

- a. Bail Reviews
- b. CM Assessments

H3 -CM Responsibilities & Procedures

- a. Release Procedures
- b. CM Initial, Monthly & Termination Service Delivery Plans
- c. CM Responsibilities & Procedures

H4 -File Management

- a. Resident Unit File
- b. Master File Management

H5 -New Admits to Custody

- a. CM Role in Admissions

H6 -Records & Information Sharing

H7 -Relationship Violence

H8 -Working Alone in the Community – Home Visits (ISSP Procedure)

I. ADMISSIONS & DISCHARGE PROCEDURES

I 1 -CORNET Procedures – Admissions

- a. How to Temporarily Transfer a Client in or out of an Institution

- b. Internal Location Change
 - c. Provincial Transfer
- I 2 -Escort Procedures
 - a. Hospital Escorts
 - b. Off Grounds Medical Escorts
- I 3 -Admission Procedures
 - a. Admitting a Youth to Custody
 - b. Clothing & Personal Effects
 - c. Video Court Procedure
 - d. Weekend Tele-Bail Procedure
 - e. Rules for Youth going to A & D for Court Appearance
 - f. Release Procedure
- I 4 -Order for Examination & Report
- I 5 -Placement Decisions for Youth with Concurrent Adult Orders
- I 6 -Reporting Accidents & Vandalism for BYCS Fleet Vehicles
- I 7 -Unaccompanied Child Travel

- J. **ENFORCEMENT**
 - J 1 -Supervision in the Community
 - J 2 -Suspension of Conditional Supervision/Deferred Custody Order
 - J 3 -After Hours Suspension Process for ADO/SYS

- K. **TRANSFERS**

- L. **REINTEGRATION LEAVE**
 - L 1 -Re-integration Leave Procedure

- M. **REVIEWS OF CUSTODY SENTENCES**
 - M 1 -Reviews of Custody Sentences

- N. **STAFFING & MASTER AGREEMENT PROCEDURES**
 - N 1 -Staffing
 - a. Approved Leave
 - b. Auxiliary Youth Supervisor Call-Out Process
 - c. BYCS Work safe Procedure – Staff Injury
 - d. Cell Phones
 - e. Damaged Personal (Staff) Effects
 - f. E-Mail Etiquette Procedures
 - g. Identification Tags
 - h. Labour Disputes
 - i. Non-Smoking Policy
 - j. Paycheques & Payroll Adjustment Forms
 - k. Personal Conduct & Deportment
 - l. Staff Address & Contact Numbers
 - m. Staff Contact with Residents & Ex-Residents
 - n. Standard Form of Dress
 - o. Girl's Unit Backfill Staffing Procedures
 - N2 -Master Agreement
 - a. Overtime
 - b. Special Leave
 - c. Staff Switches

O. APPENDIX

Health Care / Mental Health

- a) Drug Withdrawal Observation Form
- b) Fasting
- c) Head Injury
- d) Health Services Request Referral Form
- e) Special Diet
- f) Mental Health Request Referral Form
- g) Blood & Body Fluid Pamphlet
- h) Self-Medication Form
- i) Sleep Assessment Form
- j) Strong Sheet/ Shift Protocol
- k) Strong Sheet Observation Form
- l) Eating Record Sheet

Operational Forms

- a) Bomb Threat Checklist
- b) Request for Transfer to Secure Custody
- c) Report of Youth Injury
- d) Allowable Items List
- e) Individualized Crisis Management Plan
- f) Incentive Master Calculation Sheet
- g) Team Meeting Format
- h) Unit Laundry Schedule
- i) Complaint Form
- j) Escape Notification Form
- k) Police Package Forms (Assault, Sexual Assault, Escape)
- l) Witness Statement List
- m) Visitor Sign-In Sheet (Reception)
- n) Search of Persons Entering a Custody Centre
- o) Unit Accessory Checklist
- p) Visit Request Form
- q) Unit Meeting Template
- r) Unit and Room Inspection Sheet
- s) SYS Night Shift Checklist
- t) YS Night Shift Duties
- u) Communication Monitoring Form (CF0214)
- v) Youth Incentive Logs
- w) BYCS Professional and Personal Logs
- x) Incident Report Log
- y) Room Occupancy Sheet
- z) LSI Template
- aa) Weekly Security Checklist

Admissions & Discharge Forms

- a) Admission to Pre-Court Detention Form
- b) BYCS Daily Formal Count Sheet
- c) BYCS Admission Manual Intake Form
- d) Strip Search Log
- e) Warrant of Apprehension for Suspension of Supervision in the Community/Conditional Supervision and Order of Remand
- f) Clothing Effects Sheet
- g) Video Conference Tracking Sheet

- h) Vehicle Accident Report

Programs Forms

- a) Fitness Room Checklist
- b) Daily Program Schedule Template
- c) School Count Sheet
- d) Absent from School Report

Staffing Forms

- a) Employer's Report of Injury or Occupational Disease (Form 7)
- b) Joint Accident Investigation Form
- c) Shift Exchange Request

Case Management Forms

- a) Application for Warrant of Suspension in the Community/Conditional Supervision and Order for Remand
- b) Warrant of Apprehension for Suspension of Supervision in the Community/Conditional Supervision and Order of Remand
- c) Provincial Director's Review Form
- d) Suspension Process Flow Chart
- e) ADO/SYS Warrant of Suspension After Hours Checklist
- f) Intake Assessment Form
- g) Service Delivery Plan
- h) Authorization for Transfer
- i) Request for Transfer to Secure Custody
- j) Application for Re-Integration Leave
- k) Authorization for Re-Integration Leave
- l) Revocation of Re-Integration Leave
- m) Application to Review Placement
- n) Application for Review of Detention
- o) Application to Place Youth Subject to an Order for Remand in an Adult Provincial Correctional Centre
- p) Application by Provincial Director to Place a Sentenced Youth in an Adult Provincial Correctional Centre
- q) Request for Leave of the Court

A - INTRODUCTION

B - ADVOCACY

Sunday, April 1, 2012

Burnaby Youth Custody Services

Mandate

Provincial Policy Reference: [B2.02 - B2.07](#) pg.6-9

Definition

Youth in custody continue to have rights, some of which are based in law, others in policy.

Authority

Youth in custody have rights as outlined in the United Nations Convention on the Rights of the Child.

Legislative Rights

- To be informed of their rights
- Have their physical needs met
- Consent to their own healthcare provided the youth understands the consequences
- Be free from physical punishment
- Be treated equally
- Be free from discrimination or harassment based on age, gender, ethnicity or sexual orientation
- Participate in the religious and spiritual activities of their choice
- Be represented in court by a lawyer
- Have their legal guardian notified if they are arrested or placed in custody
- Have their personal information kept confidential and only released in accordance with the law
- Request access to their personal information
- To apply to appeal their case
- Apply for a review of their sentence for a transfer to open custody or early release
- Receive a review of their bail status after 30 or 90 days depending on the offence
- Apply for a reintegration leave from custody
- Be restrained or separately confined for the minimum amount of time to ensure the safety of the youth or others
- Have their separate confinement status reviewed every 4 hours
- Be informed of the reasons for being searched and to be searched in a way that respects privacy to the greatest degree possible
- Be strip searched by someone the same gender, unless there is an urgent safety issue
- Make an internal or external complaint
- Contact the Representative for Children and Youth or the Ombudsman
- Have private discussions with and to send and receive mail from a lawyer, a judge, the Representative for Children and Youth, the Ombudsman, the Youth Custody Complaints Manager, MLA or MP.

Policy Rights

- Have the least possible restrictions on their freedoms necessary to ensure public safety
- Receive guidance and encouragement to maintain their cultural identity
- Participate in social and recreational activities according to their abilities and interests
- Be provided a minimum of one hour per day of recreational activities
- Be offered programs that will assist with their rehabilitation, training and education
- Be provided an interpreter if required
- Have visitors subject to the rules of the centre
- Have privacy during family visits subject to the rules of the centre
- Be given an opportunity to contact approved persons via telephone
- Have input into their service plan, to participate in decisions that affect them and to ask for a review of the plan
- To have their personal possessions stored safely and to receive a written receipt for valuables stored at the custody centre.

Responsibilities of Youth

- To keep his/her person, clothing and sleeping area clean and orderly
- To comply with any reasonable directions given by a youth supervisor, which includes attending programs
- To treat staff and other youth with respect including not engaging in any physical, sexual or abusive behaviour towards staff or other youth
- To follow the rules of the centre and to respect the property
- To ensure the safety of themselves and others
- To let others know if assistance is required
- To actively participate in planning for their time in custody and for their release

Burnaby Youth Custody Services

Mandate

Provincial Policy Reference: [B3.01 - B3.02](#) Pg. 10-11

Definition

Youth advocacy refers to oral or written representations by youth or others to advance or recommend the rights, interests and viewpoints of youth in all matters that affect them. Youth have the right to advocate on their own behalf or have another person present their position when a decision is being made that significantly affects them.

Types of Advocates

- Lawyers – youth have the right to be represented by a lawyer when appearing in court.
- Natural Advocates – responsible adults connected to youth (family, volunteers, and members of a community service group)
- Peer Advocacy – youth advocating for themselves or on behalf of another youth (Youth Advisory Committee)
- Youth Justice Staff – can include staff assisting with a complaint, key workers. This role as an advocate is limited in certain situations (conflict of interest) and another advocate (as listed here) may be preferable.
- Representative for Children and Youth – to provide support to youth in obtaining relevant services, and to monitor services to youth.
- Citizens' Advisory Board – community volunteers, who may advocate for youth, changes to centre policy or assist with soliciting feedback from youth in custody.

Burnaby Youth Custody Services

Mandate

Provincial Policy Reference: [B4.01- B4.19](#) pg. 12-21

General

Every young person admitted to a youth custody centre and all parents/guardians of youth in custody have the right to file a written complaint to the Director of Operations without fear of adverse action from any staff member, contractor, volunteer or peer at the centre.

The complaint process will be explained to each youth and their parents/guardians in a language they are able to understand. This information will be available through orientation material provided in writing, and reviewed in person with Case Management staff.

Reporting of Complaints

All staff have the duty to discuss concerns raised by the youth and attempt to resolve those concerns at the earliest stage possible. At any time, the youth has the right to file a written complaint directly to the (1) Director of Operations, (2) Ombudsman or (3) Inspector, Youth Justice Programs.

Internal Complaint Process

- Youth are encouraged initially to resolve their complaints informally by speaking to a Youth Supervisor or Senior Youth Supervisor.
- If they are not satisfied, Resident Complaint Forms (YCP32) (**Refer to Appendix**) are readily available on all living units, in Health Care, at the school and from any staff member.
- Staff will ensure each resident is provided with a Complaint form without delay, when requested.
- Staff will assist the young person in completing the Complaint Form if required.
- The completed form can be handed directly to a Youth Supervisor or Senior Youth Supervisor, or can be deposited in “drop boxes” (located in the rotunda, Health Care, secure lobby, open lobby) to ensure confidentiality. Drop boxes will be emptied daily Monday to Friday, complaint forms forwarded directly to the Director of Operations.
- The second section on the Complaint form requires the Youth Supervisor to complete, date and sign, detailing all actions taken toward resolving the complaint.
- The third section requires the Senior Youth Supervisor to complete, date and sign, detailing all actions taken toward resolving the complaint.
- The final section requires the Director or ADO to complete the investigation and detail all actions taken toward resolving the complaint.
- Each youth has the right to submit a written complaint form directly to the Director of Operations.
- The Director of Operations must respond to each written complaint within 5 business days.
- Any report of a serious nature which falls under Mandatory reporting obligation under Section 14 of the Child, Family and Community Service Act are to be reported directly and immediately to the Director, BYCS.

Unresolved Complaints

Should the young person remain dissatisfied with the steps taken above, the young person has the right to continue his appeal with the Youth Justice Complaints Manager or the Ombudsman.

Advocacy agencies can support youth through the appeal process. Advocates for youth in custody include:

- John Howard Society 604-872-5471 ext. 228
- Elizabeth Fry Society 604-520-1166 Ext 239
- The Representative for Children and Youth 1-800-476-3933
- Ombudsperson 1-800-567-3247 or 250-387-5855
- Youth Custody Complaints Manager, Investigations and Standards office 250-387-5948
- Citizen's Advisory Board members – written requests placed in drop boxes

A written complaint to the Ombudsman or Complaints Manager must be considered confidential and be sent without delay.

Where a young person chooses to submit a written complaint to the Complaints Manager, it must be addressed by the Complaints manager within 30 days from the date the request was received.

Burnaby Youth Custody Services

Case Management Procedures

Provincial Policy Reference: [B 4.14](#) pg. 20, [H10](#) pg. 23-25
[Child Abuse Handbook](#)

Child Abuse Protocol

The Child, Family and Community Service Act requires every person who has reason to believe that a child has been or is likely to be abused or neglected, or may need protection, to promptly report the matter to a child protection social worker. Only those persons who are party to a solicitor-client privilege are exempt from the duty to report.

Where an employee or other adult person providing services at a Youth Custody Centre has reason to believe a child has been or is likely to be abused or neglected, that person must report the matter immediately to:

1. The ADO/SYS
2. On-duty medical staff
3. The Director of Operations
4. The Case Management Team
5. A Child Protection Social Worker (BYCS – Case Management) Burnaby Integrated Office and/or MCFD After Hours, or the Helpline for Children.

****Notification of the appropriate police agency shall be coordinated by Case Management and the Director of Operations.**

In order to avoid a loss of information, the staff member who received the initial report from the resident should be the person to make the report directly to the Child Protection Social Worker. BYCS has a Child Protection Social Worker as part of the Case Management team. Any matters of abuse or neglect should be forwarded directly to the BYCS Social Worker by phone or e-mail for follow-up. If the matter represents an urgent safety issue for the youth (ex. the youth is being released and returning to reside with an allegedly abusive parent), and the Centre's Child Protection Social Worker is not on site, the Burnaby Integrated office (604-660-5900) or MCFD After Hours (604-660-4927) or the Helpline for Children (604-310-1234) should be contacted for appropriate follow-up.

The ADO/SYS is responsible for ensuring the following information is collected and forwarded to the appropriate agency:

1. Names, ages and addresses of those youth and staff involved
2. Names and addresses of parents/guardians of the involved youth
3. Details of the incident
4. Type and location of any evidence recovered
5. Witness statements, photographs, and any other pertinent information.
6. Evidence is preserved and protected (refer to Protection of Evidence procedures)
7. Consult with Health Care, as necessary, regarding appropriate follow-up medical care.
8. Ensure the subject of the assault or youth making allegation has no further contact with person(s) suspected or accused of committing the assault, pending completion of the investigation.

The Director is responsible for ensuring the following steps are taken with respect to any investigation of child abuse or neglect:

1. Ensure the child in the custody centre is safe from harm during the investigation
2. Assist investigators (SW, police) in clarifying their respective roles in responding to the reports of abuse or neglect.
3. Ensure the investigation is not compromised by person's under the Director's authority.
4. Ensure parents/guardians are kept informed regarding the investigation.
5. Ensure results of investigation are documented.
6. Collaborate with other professional to develop appropriate follow-up plans to support the alleged victim and others who may be affected by the abuse or the investigation.

Contact Information:

- BYCS Social Worker – 778-452-2103
- MCDF District Offices: <http://www.mcf.gov.bc.ca/regions/regionaloffices.htm>
- Delegated Aboriginal Child and Family Services Agencies:
<http://www.mcf.gov.bc.ca/aboutus/aboriginal/delegated/pdf/agencylist.pdf>
 - Burnaby Integrated Office – 604-660-5900 (in the absence of BYCS SW during business hours – request duty SW)
- MCDF After Hours – 604-660-8180 or 604-660-4927 (North Shore, Vancouver & Richmond)
- Helpline for Children – 604-310-1234

C - SECURITY AND SUPERVISION OF RESIDENTS

Sunday, April 1, 2012

Burnaby Youth Custody Services

Security & Supervision of Residents Procedures

Provincial Policy Reference: [D8 - D13](#) pg. 28-53

Behaviour Support & Management

Basic rules of conduct and responsibilities of youth in custody are posted on all living unit common areas. When there are breaches to the rules of conduct, there are a variety of internal management consequences in place to address the behaviour.

In all situations where youth have breached the rules of conduct, the youth must be advised of the nature of the allegations, have an opportunity to be heard, and a process to grieve any consequences. The consequences shall be tailored to the individual youth.

When determining an appropriate consequence, the minimum level of intervention required to correct the behaviour of the youth is paramount. The SYS must also take into consideration maintaining order, discipline and security, as well as ensuring the safety of staff and residents. The consequences should be meaningful to the youth, fair and proportionate.

Internal Management Consequences

1. If the behavioural infraction is minor in nature, the YS should start with addressing the behaviour in an attempt to stop it from occurring, give the youth an opportunity to cease or correct behaviour and ensure the youth is aware what behavioural infraction has occurred, and potential consequences for future infractions. If appropriate, the YS can seek authorization from the SYS for a period of room time (not exceeding 2 hours) to allow the youth time and space to process the incident.
2. If room time is deemed appropriate (alternate methods have been tried and are unsuccessful), the maximum is 2 hours. Youth should be released from room time at the earliest possible opportunity.
3. If a youth is in open custody and either escapes or attempts to escape, or it is necessary for the safety of the youth or others, he/she can be transferred to secure custody for a maximum of 15 days. The youth's progress should be reviewed periodically by the secure custody SYS, in conjunction with the open custody SYS to determine the earliest possible time to transfer the youth back to open custody.
4. For more serious breaches of conduct, separate confinement is an available consequence utilized to isolate youth from contact with other youth. Any confinement beyond 2 hours is considered separate confinement. Unless there are consecutive orders of confinement (and with the approval of the Director), a youth shall not be placed in separate confinement for a period exceeding 72 hours. Youth serving separate confinement orders shall be reviewed every 4 hours by the SYS, and every effort should be made to remove the youth from separate confinement at the earliest possible opportunity.
5. In the most serious incidents, including escape, attempted escape, assault, sexual assault, uttering threats, significant damage to property or theft of property, inciting, causing or participating in a riot, or use or attempted use of a weapon, the Burnaby RCMP shall be involved, and external charges should be considered.

Behaviour Management Tools

Individual Crisis Management Plan (ICMP): An ICMP is a formalized plan developed by staff (Case Management, Youth Supervisors and/or Senior Youth Supervisors) for staff, which aims to prevent, monitor and manage a youth's aggressive and inappropriate responses to crisis situations. The ICMP is a brief outline of individual, specific, developmentally appropriate, and medically safe intervention strategies to use on the youth in crisis response situations.

The ICMP process also identifies problems before they occur, addresses intervention strategies for "patterned behaviour", builds support and accountability among staff, guides program structure and staff action, and supports critical thinking about young people's behaviour and staff actions.

Formal ICMP template in Appendix.

Life Space Interviews (LSI): An LSI is a powerful tool for teaching self-regulation skills and values. It is based on using a young person's reactions to difficult situations as a way to help youth gain insight and understanding into their own feelings and behaviours.

The goals of the LSI are to return the youth to baseline and rational thinking; to clarify the events; repair and restore the relationship with the staff member or other person involved in the event; to teach new coping skills / examine new behaviours that might result in a more positive outcome; and, to reintegrate the youth back into regular living units.

Ideally, the LSI should be conducted with the staff member involved in the incident. If this is not possible, another staff member can conduct the interview. The occurrence of the LSI must be recorded in the LSI Log Book stationed in the ADO's office and noted at the bottom of the shift report on a daily basis.

LSI template in Appendix.

Burnaby Youth Custody Services

Security and Supervision of Residents

Provincial Policy Reference: [D3](#) pg. 8-9

Formal Counts

- A formal count refers to the number of youth accounted for as physically present, by the Youth Supervisor (verified by the actual physical sight of the resident, warm body count).
- When providing their Formal Count, a Youth Supervisor would report having 4 youths on unit, and as a courtesy, indicate 2 are off unit, in Health Care, for example (this assists Control or A & D in rectifying the count if all youth are not accounted for).
- All staff supervising residents in the facility, regardless of their location, are responsible for calling in their warm body count.

Depending on the time of day, either Control or Admissions & Discharge record formal counts.

1. At s.15 Control will call for a Formal Count via portable radio. Youth Supervisors will be expected to report their counts to Control.
2. At s.15 Control will call for a Formal Count, via the paging system and portable radio, to be called in to Admissions & Discharge.
 - On weekends and holidays, Control will conduct and confirm the s.15 and s.15 counts.
3. Once the count is reconciled, Control will clear the count, via portable radio, and regular building movements will resume.
4. At s.15 Control will call for Formal Counts via portable radio, and will be responsible for ensuring counts balance.
5. When counts are called in, they should match the building count as reflected on the Internal Location screens on CORNET.
6. In the event of a count discrepancy, Admissions & Discharge/Control should make attempts to rectify the situation. If unable to balance counts, the ADO shall be notified by either Control or Admissions & Discharge, and an identification count shall be conducted. If the count is still not reconciled, a thorough search of the grounds shall be carried out.

When recording Formal Counts, the results shall be in writing and must include:

- Date and time of count
- Area or location in which the count was conducted
- Number of youth assigned to the area or location
- Number of youth accounted for as physically present, and the number of youth in another area of the facility.

Admissions & Discharge Count Procedure:

- Prior to counts being called, A & D staff will access CORNET, navigate to the s.15 and log each unit's count in the CORNET section of the count sheet (**Refer to Appendix**).
- Control is contacted and asked to announce, via portable radio, and the overhead

Page system, counts are to be called to A & D. All radio traffic and movement are to cease.

- Youth Supervisors will do a warm body count, and call their count to A & D at either local s.15 or by portable radio. Youth Supervisors are to identify themselves, state their area or location and provide the count.
- A & D staff log the counts on the BYCS Daily Formal Count Sheet.
- In the event of a count discrepancy, records staff should attempt to correct any errors by re-checking CORNET and requesting the staff with conflicting counts conduct a second count.
 - If the error cannot be resolved, the A & D Supervisor should be notified. In the absence of the A & D supervisor, the ADO shall be called and an identification count shall be conducted.
 - If the count is still not reconciled, a thorough search of the grounds and centre shall be carried out.
 - Failure to resolve the count discrepancy following the search shall result in the implementation of procedures for escape as provided in Emergency Contingency Plans.
- Once the count is reconciled, Control will be notified by A & D, and regular building movements will resume.

Burnaby Youth Custody Services

Security & Supervision of Residents

Provincial Policy Reference: [Sec E](#)

Allowable Items for Personal Effects of Residents

Allowable items refer specifically to the personal effect items each youth is allowed to have in their room.

Please refer to Allowable Items list in Appendix.

Burnaby Youth Custody Services

Security & Supervision of Residents

Provincial Policy Reference: [Sec E](#)

Basic Unit Rules

The following rules are posted in the dayroom area of every living unit. Youth Supervisors are expected to review these rules and responsibilities at unit meetings, and hold youth accountable.

- Need to follow staff direction
- Respect others by not going in to other residents' rooms. Room doors will be kept closed.
- Keep yourself and your room clean at all times. Complete your assigned daily chore.
- Horseplay of any kind is not allowed. There will be no physical or sexual contact between residents.
- There is a zero tolerance for swearing, verbal insults, racial slurs or any other type of victimization.
- Gambling, borrowing or trading of personal items including food and canteen items is not allowed.
- Staff permission is required to open the fridge or to use the telephone.
- The television is to remain off during school hours, meal times, and scheduled program times.
- Meals are to be eaten at the dining room tables.
- Respect your living environment by not "tagging" with graffiti or damaging government property.
- Programs are developed for your benefit. You will attend all programs unless excused by your SYS.
- Staff Offices are 'Off Limits'

The following rules are not posted, but are deemed "best practice" and should be built into the daily routines of all Youth Supervisors:

- All room doors closed at all times, except during morning routine (clean-up, shower) and bedtime routine. When doors are open, all YS are to remain in the living unit area, providing proactive dynamic supervision, at all times.
- In Open Custody, youth can open their own room doors by pushing the room button, but may not leave their room during staff break/shift change.
- Residents are only allowed to attend the tier their room is on – there is no visiting on other tiers.
- Residents are only permitted to go into their own rooms – youth are not permitted to enter other youth's rooms.
- Laundry room must be locked at all times. If it is open to allow the scheduled youth access, direct supervision by YS must occur until the door is locked.
- No sharing of food or snacks. If youth does not wish to consume own meal, it must be discarded.
- Youth must not enter the staff office at any time.
- Youth must not go past staff office, down hallway to peer out door into rotunda.
- All lights (dayroom and youth's rooms) are to be left on at all times during the day.

- Food items are to be consumed in the dining area – no food is permitted in the dayroom.
- Shoes are not permitted on the furniture.
- Youth are to be appropriately clothed at all times. Youth are not permitted to walk around the unit without t-shirts on.
- Hygiene and canteen items are not to be shared.
- YS should make every effort to keep residents away from unit windows when other units are using outdoor program areas. Ensure all furniture is moved away from the window in the dayroom, and do not allow communication from the outdoor areas to residents who are in their rooms.
- YS are expected to ensure all items are removed from the windows of each youth's room, with the exception of their curtain. Blankets are not permitted to be used as curtains.
- YS are expected to ensure residents use the corkboard ONLY to place calendars, photos, drawings, etc. This should be checked each morning during room inspection. Residents are NOT allowed to hang magazine pictures anywhere in their room or unit.

Burnaby Youth Custody Services

Programs

Provincial Policy Reference: [Sec E](#)

Canteen

- On Tuesday nights, when token economy is calculated, as part of the process, the Youth Supervisor will fill in the Canteen Request Form (**Refer to Appendix**) including the youth's name, CS#, unit and allowable spending.
- On Wednesday morning, the Youth Supervisor will hand out the Canteen Request forms to all youth for them to complete. Once completed, the youth will hand the form back into the YS, who will check the number of items purchased (10 maximum) and the amount spent (to ensure they are spending within their allowable amount for the week).
- Special Request Forms are also made available to level 3 and 4 youth to order enhanced canteen items, pizza.
- Once the YS confirms the Canteen Request form and ensures the youth has purchased an allowable number of items within their allowed spending for the week, they sign the bottom of the form.
- All forms are gathered up, and forwarded to the Supervisor, who will forward them to the Trust Accounts Clerk (who once entered) forwards to the Stores Officer.
- During the Thursday night shift, the Youth Supervisor assigned to a given area will write the residents' name on each canteen item they ordered, with a permanent marker.
- The canteen items are delivered by Youth Supervisors on Friday morning, to the residents. The residents check the items against their request form, and sign the canteen form acknowledging accuracy. If an item is missing, the Youth Supervisor will notify the pod Supervisor for follow-up. All signed forms must be forwarded to the pod SYS, who will forward the completed forms to the Trust Accounts clerk, by noon Thursday.
- Enhanced canteen/special request items are delivered to each unit by Friday evening. Try and write the youth's name on each item
- If a resident is serving a Separate Confinement order on Wednesday morning, they are not entitled to submit a canteen form for any items.
- If a resident serving a separate confinement order on Wednesday owes a damage assessment, 100% of their weekly earnings will be put towards the debt.
- Each Tuesday, the Compensation Chart is mailed out by the Trust Accounts clerk. If a resident on any level makes money but has a damage assessment (as detailed on the Compensation Chart), they will be entitled to spend 50% of their earnings on canteen items. The remaining 50% will be put toward the debt. It is the responsibility of the Youth Supervisor (completing the form on Tuesday night) to ensure only 50% of the earnings are marked on the canteen form for allowed spending.
- Any remaining monies not spent on canteen will be put towards the remaining damage assessment.
 - For example a resident makes \$ 12 total with \$ 6 to damage assessment, \$ 6 to canteen but only spends \$ 4 on chips and soap; the remaining \$ 2 will be added to his remaining damage assessment.
 - Residents are not permitted to save their 50% for release as Cornet does not

allow for this.

- Residents are not permitted to spend their canteen items on pizza night, enhanced canteen or special programming. (again all remaining monies not spent on canteen will be directed to their debt)
- Any resident who orders canteen items on Wednesday, but finds him/herself serving a separate confinement order at the time of delivery, the canteen items will be returned to Stores and the money credited to his/her account. It is the Youth Supervisor's responsibility to ensure the canteen items are returned to the Stores Officer, and the paperwork is returned to the resident Trust Account clerk. YS should ask for assistance from the SYS to ensure this occurs.

Burnaby Youth Custody Services

Operational Procedures

Provincial Policy Reference: [Sec E](#)

Evening Snack Distribution

- Snack is to be delivered by staff each evening at bedtime, when the youth are locked in their rooms.
- Snack is to be eaten prior to lights out – not saved.
- Staff will go room to room prior to lights out to collect garbage.
- If youth do not wish to eat their snack, it will be returned to staff, and sent to Programs.
- Any food items (other than those marked canteen) are not to be saved, and will be removed from youths' rooms and considered contraband (and consequenced as such).

Burnaby Youth Custody Services

Security & Supervision of Residents

Provincial Policy Reference: [Sec E](#)

Gambling

- The gambling of canteen or other items of value is strictly prohibited in our Centre.
- Gambling leads to debts; which leads to victimization, and often results in assaults/physical altercations.
- Staff are encouraged to discuss gambling policy with youth, and support one another by practicing a “zero tolerance” approach in dealing with this activity.
- Any suspicion of youth gambling and/or trying to collect debts (“paying rent”) should immediately be reported to the SYS for follow-up action.

Burnaby Youth Custody Services

Security & Supervision of Residents

Provincial Policy Reference: [Sec E](#)

Laundry Procedure

Allowable Clothing Items (issued to each youth):

- 3 sweat shirts
- 3 sweat pants
- 5 t-shirts
- 5 pairs of socks
- 5 pairs of underwear
- 2 pairs of shorts
- 2 pairs of running shoes
- 2 towels (+ 1 extra brown towel for open custody)
- pair of pajamas (upon request)

*Youth Supervisors, during room inspections, are to ensure all clothing in excess of the list above are removed from the youth's room, and placed in either the open or secure laundry collection area.

- Upon admission, each youth will be changed into:
 - sweat shirt
 - 1 t-shirt
 - 1 pair of sweat pants
 - 1 pair of socks
 - 1 pair of underwear
 - 1 pair of running shoes
 - 1 towel.
- All other items will be stocked in vacant rooms by Youth Supervisors, and provided to the youth upon admission to the living unit.
- Each youth will be expected to launder their own clothes, according to the unit laundry schedule (**Refer to Appendix**). Each youth will have three opportunities per week to do their laundry. Youth are expected to wash their sheets and blankets on their scheduled laundry day, as well (minimally once per week).
- Laundry room doors on unit are to be opened only for allowing access to the machines, for youth whose turn it is on the Laundry Schedule. All other youth on unit are restricted from access to the laundry room unless it is their day to do laundry. The laundry room door is to be kept locked at all times. Youth Supervisors are to supervise the laundry room when it is being used by a youth.
- All laundry left behind by a youth recently released or moved to another unit needs to be gathered up, and cleaned by the youth responsible for the daily laundry chore.
- No laundry is to leave the units to be laundered downstairs (except what the resident is wearing to admissions for court/release).
- All sheets and blankets in vacant rooms (youth recently released) will be laundered in the main laundry room, by the open custody laundry representative. Open Custody Youth Supervisors and Senior Youth Supervisors will be responsible for ensuring the designated laundry rep is working in the laundry room at various times throughout the day, on a daily basis.
- Each night, the Youth Supervisor on night shift will ensure empty rooms are stocked with allowable laundry items. Stock may need to be gathered from the main laundry room. Staff may be required to wash, dry and sort laundry.

Burnaby Youth Custody Services

Security & Supervision of Residents

Provincial Policy Reference: [Sec E](#)

Living Unit Procedures

While the details may vary between units, the daily routine may be generally summarized as follows:

0645-0815

- Lights on, youth woken (Saturday 0830, Sunday 1000 – Permits on at 0900).
 - **Showers** – first priority given to youth scheduled to attend court or first block of school in the am.
 - **Breakfast** – Youth Supervisor to organize and distribute meal and cutlery (as necessary) prior to getting youth up. Cutlery to be logged in and out in the unit log book. All youth are to be served their meal together. Youth are expected to be fully dressed during meal times. Chores do not commence until all youth have finished eating. Meals are not to be shared – any unconsumed food is to be thrown in the garbage.
 - **Chores** – rotational chart to be followed assigning youth to the various chores. All chores to be completed prior to room inspection.
 - **Room Inspection** – 0745 all youth to attend rooms awaiting inspection. YS and designated second staff to conduct room inspection. **(Refer to Appendix for Designated Staff list and Room and Unit Inspection sheet)**

0815-1130

- Youth will attend school and daytime programs.

1130-1200

- All youth return to living unit for lunch. YS to organize/distribute meals prior to all youth being seated at tables. Cutlery logged in and out. Clean up does not begin until all youth have finished eating. No sharing of meals.

1200-1230

- All youth to rooms.

1230 – 1245

- All youth unlocked awaiting afternoon school/programs.

1245-1410

- Youth attend school and daytime programs.

1410-1445

- Youth return to living units – leisure time.
- Afternoon Snack distributed at 1430 by Unit Staff.

1445-1630

- Youth participate in educational, leisure, recreational or work programs.

1630-1800

- Youth return to living units for dinner. YS organize/distribute meals prior to youth seating at tables. Cutlery logged in and out. Clean-up commences after all youth are finished eating. No meal sharing.

1800-1845

- Youth to rooms.

1845-2030

- Youth participate in a variety of optional and mandatory evening programs. If youth

sign-up for optional programs and choose not to attend, or choose not to attend mandatory programs, they are locked for the duration of the program.

2030-2200

- Youth begin bedtime routine, personal hygiene, unit clean-up. Bed times are determined by level on the Youth Incentive Program and by current behaviour. Snacks distributed to youth once in their rooms. Prior to lights out, YS will attend each youth's room to remove garbage and all other food items.

2200

- All youth room lights turned off.

2300

- All radios in rooms must be turned off (0100 on weekends).

****For a complete Night Shift Staff Duties Check list Refer to Appendix****

Burnaby Youth Custody Services

Operational Security & Control

Provincial Policy Reference: [Sec E](#)

Log Book Entries

- Log books are assigned to each unit, and various program areas, and are necessary to facilitate the exchange of information between all BYCS personnel.
- Log books are legal documents, and represent a tool to record normal and critical pieces of information, as they occur in the specific unit/program area. They are maintained by Youth Supervisors.
- Unit log book entries follow a standardized format and include routine information, as well as a detailed documentation of critical events.
- When Youth Supervisors assume responsibility for a unit at the beginning of a shift, the following information must be noted:
 - Today's date
 - Shift times
 - Name of the ADO
 - Name of the SYS
 - Name of the YS
 - s.15
- Immediately below this entry, the shift start time should appear in the margin, and a comment indicating the unit has been accepted, all residents and accessories are present and accounted for, and the unit appears secure. The s.15 should also be detailed (ex.
- From this point on, throughout the shift, the log should have a running time line of movements including the s.15
- Confirmation of s.15 following each s.15 should be documented.
- Youth Supervisors will record all visitors on unit, incidents and formal counts at designated times. At the close of the shift, the bed plan will be detailed, and closing comments noted (concerns, issues, and general observations). The final Youth Supervisor entry should reflect a "logout" of the off-going staff, initialed by that staff member.
- There are to be no spaces or breaks in the log. If a page has only a few lines at the bottom, it must be crossed off, before a new shift can be started at the top of the following page.
- When continuation is required to the next page, the date and name of the Youth Supervisor must be recorded at the top of the page.
- Log books are a legal document and an important communication tool for staff. Clear, concise and accurate information is essential. All entries are to be legible and printed.
- Any errors are to be crossed through with a single line, and initialed by the writer.
- Pages are never to be removed from any log book for any reason.

Burnaby Youth Custody Services

Operational Procedures

Provincial Policy Reference: [Sec E](#)

Peaceful Sit-Ins

A peaceful sit-in, or passive protest, occurs when a youth, or group of youth, refuse to comply with staff directives.

When this happens, youth supervisors should:

- Attempt to address residents' concerns and issues where practical.
 - Contact the SYS/ADO and advise of the situation.
 - SYS/ADO will notify the Director when a sit-in occurs.
 - Youth Supervisors will determine cause of protest, and document activities and behaviours of group.
 - Unless sit-in is creating issues with safety and security, staff are encouraged to wait out the demonstration, continue to observe, monitor, document and attempt to resolve the concerns of the residents.
 - The SYS/ADO will attend the area and attempt to positively resolve the issue.
 -
- s.15
- The SYS will advise residents their concerns will be taken to the appropriate level of authority if they disband and resume participation in regular programming. The SYS should give a timeline of 1 to 2 days for response from a Director.
 - If sit-in persists, extra staff should be deployed to the unit to provide additional staff presence, and assist in documentation (chronologically), noting primary instigators and identified issues. Control should be advised to closely monitor the unit on camera.
 - The Director is to be notified as soon as practical and provided regular updates.
 - If dynamics change and behaviours escalate, the SYS/ADO will determine if sit-in has now become a disturbance, and refer to appropriate procedural policy.

Burnaby Youth Custody Services

Case Management Procedures

Provincial Policy Reference: [Sec E](#), [Sec J7.05-7.06](#) pg. 30, [Sec J7.12 - 7.13](#) pg. 35, [Sec J8.10](#), pg. 41

Resident Unit File

Upon admission to custody, the Admissions & Discharge department will compile the following documents into each youth's unit file:

- Face Sheets
- Youth Incentive Program (Progress Logs) – **Refer to Appendix**
- BYCS Professional & Personal Log form – **Refer to Appendix**
- Incident Report Log form – **Refer to Appendix**
- Room Occupancy Sheet – **Refer to Appendix**

Youth Supervisors: are to ensure each youth's Progress Log tombstone information is complete with a name, CS# date range and current level. Youth Supervisors are also to make legible written entries on each Progress Log form at the end of each shift. This entry should be a detailed summary of the youth's behaviour, any staff observations and any issues or concerns for that shift. Youth Supervisors shall ensure youth are aware of their behaviour on a daily basis.

Senior Youth Supervisors: are required to review and sign all resident unit files to ensure complete and appropriate entries at least once each block.

Youth Transfers: when youth are transferred to different units, their unit file is to move with them. The youth are not to have possession of theirs or any other resident unit file. Youth Supervisors are to ensure the files are moved.

When youth are transferred to a different Centre, their unit file should be delivered by a staff member to Admissions and Discharge.

Youth Release: unit files are to remain in the living unit until the following Tuesday, for weekly incentive calculations. Once completed, the unit file should be delivered to the basket in Case Management for filing.

Youth Access to Files: residents may request access to their unit or master file by contacting the Case Management Department. CM personnel will formally follow-up with each youth request.

Burnaby Youth Custody Services

Operational Security & Control Procedures

Provincial Policy Reference: [Sec E](#), [Sec D2.16](#) pg. 7

Shift Exchange Procedure

Shift Exchange

A formal shift exchange occurs each day at [s.15](#) (in the BYCS school library), [s.15](#) (both in the ADO office). This information exchange is lead by the SYS or ADO, and is a formal verbal update to oncoming staff covering, but not limited to, the following topics:

- Recent events / concerns / incidents
- Concerns regarding specific residents
- Upcoming events
- Programs
- Assignment to units

Youth Supervisors should ensure they obtain a copy of the school/program schedule and Internal Classification List [s.15](#) shift exchange), and an updated copy of the High Risk List (every formal shift exchange).

Shift Exchange on Units

When oncoming Youth Supervisors arrive on their assigned living unit, a second shift exchange will take place between the off-going staff and the oncoming staff. Off-going staff **may not leave** the unit until the oncoming staff have:

- Directly identified and accounted for each resident assigned to the unit.
-

[s.15](#)

- The off-going Youth Supervisor will provide a verbal update of recent events, issues of concern and resident behaviour as they pertain to the living unit.
- Oncoming staff will complete radio check with Control.
- Oncoming staff will notify Control of the number of residents in the living unit, their [s.15](#)
- Oncoming staff will review written documentation including unit log notes, progress log updates, High Risk list, ICMP's and e-mail, as appropriate.

Burnaby Youth Custody Services

Operational Security & Control

Provincial Policy Reference: [Sec E](#)

Unit Meeting Procedure

- Unit meetings are to be held by Youth Supervisors on a bi-weekly basis (every payday weekend).
- The Unit Meeting template is to be followed (**Refer to Appendix**), and discussions should include, but are not limited to, unit dynamics, unit cleanliness, programs, how we can improve things, YAM minutes, changes in procedures, upcoming events, etc.
- If issues arise that require supervisory expertise, call an SYS to attend the meeting. Senior Youth Supervisors are responsible for providing feedback and assisting in resolving issues, as appropriate.
- Youth Supervisors leading the meetings should maintain a positive approach, should work towards resolving real daily unit issues in creative, realistic ways, in an effort to build positive relationships with residents.
- Minutes from the meeting should be documented on the Unit Meeting template and forwarded to all Senior Youth Supervisors (via e-mail MCF BYCS Supervisors) and Giovanna Gentile, for placement on S drive.
- The information on the Unit Meeting template must include the unit name and date, the name of the Youth Supervisor that hosted the meeting, and the last names of the residents that attended the meeting.
- The minutes can be found on S drive by following the path below:

s.15

Burnaby Youth Custody Services

Security & Supervision of Residents

Provincial Policy Reference: [Sec E](#)

Venture & Separate Confinement Procedures

The Venture unit/Separate Confinement area/Medical Observation Unit may house residents for a variety of reasons including, but not limited to, youth serving separate confinement orders, youth requiring additional supervision for medical/mental health reasons, youth transitioning from separate confinement back to a regular living unit, overnight admissions and/or difficult to classify youth.

For **youth serving a separate confinement order** in the Venture/Separate Confinement Units, the following procedures apply:

- Lights on/wake-up times Monday to Friday – 0800, Saturday – 0830 and Sunday – 1000. This includes lights in the dayroom area, as well as all individual room lights.
- Youth are to be checked at irregular intervals not to exceed 15 minutes while in their rooms. All checks must be documented on the Separate Confinement Running Log and in the unit log book, detailing specific observations (e.g. youth acting out, nurse on unit to see youth, etc.). Youth must be checked visually by the Youth Supervisor – not just observed on camera.
- Prior to a Youth Supervisor entering a youth's room, the youth must be seated on the bed, with their hands visible.
- All meals will be served to youth in their rooms. All meals provided by the kitchen are served on paper plates, and plastic cutlery is supplied.
- Upon completion of meals, youth are to place all plates, cutlery, beverage containers, etc. on their counter top. Once the youth are seated on their bed with their hands visible, the Youth Supervisor will enter the room and count and retrieve all items.
- For youth serving a Separate Confinement Order that require medications from Health Care, the nurse will attend the unit to disperse the medication. Upon arrival at Venture, the nurse will leave the locked medication cart in s.15 and attend the youth's room, with the escorting Youth Supervisor. If the youth is on 2-1 status, the Venture SYS will also attend the youth's room. If the youth is not following staff direction, the medication will not be dispersed until the youth is settled.
- Youth will be allowed out of their room one at a time, a minimum of one hour per day – times to be determined in consultation with the SYS depending on the number of youth housed in Venture and Separate Confinement, the dynamics, daily circumstances, incidents, etc.
- During the time out of their room, youth will be expected to have their shower, may make a phone call and spend the remaining time completing appropriate learning packages. Learning Packages are available on S drive, and are generally provided by the Senior Youth Supervisor, and logged and recorded on the youth's behaviour plan. Youth Supervisors are expected to provide direct, dynamic supervision of the youth while out of their room, and assist the youth with completion/understanding of the learning packages. Youth will also be expected to complete a chore while out of their room including cleaning their room, and may be assigned an additional chore (ex. sweep dayroom, clean shower, etc.).

- The Behaviour Management Form makes up part of the original Separate Confinement Order package. The Senior Youth Supervisor is responsible for setting up this form, in terms of selecting appropriate Learning Packages for the youth, ensuring the LSI is completed, coordinating a mediation (if necessary), etc. While serving a separate confinement order, youth will be expected to complete a Life Space Interview as soon after the original incident as appropriate, to address behaviours resulting in the separate confinement order. The Youth Supervisor will document the LSI on glass, and forward to the Senior Youth Supervisor. Ideally, the LSI should be completed with the staff member involved in the original incident.
- Youth serving separate confinement orders are allowed the following items in their room:
 - one pillow
 - sheets
 - blankets
 - one hard or soft cover book
 - NO PENS OR PENCILS ARE ALLOWED IN ROOMS AT ANY TIME.
- Mattresses must remain on the designated platform at all times. If the youth puts the mattress on the floor, it will be removed from the room.
- Youth are not permitted to put pictures on their room walls, and will receive a consequence for any graffiti or tagging.
- Toiletries are to be stored in the staff office, and provided to the youth when they come out of their room for their shower. Toothpaste is not permitted in the shower area.
- While serving a separate confinement order, youth will be reviewed by the Senior Youth Supervisor every 4 hours, and advised whether or not they will be removed from the separate confinement order. The YS will complete the room inspection every 4 hours, and document findings in the unit log.
- If reviewed and removed early from the separate confinement order, the SYS must document the reasons for removal on the Separate Confinement package. The completed Separate Confinement Package should be forwarded to the ADO by the SYS as soon as possible upon completion. Youth will be transferred to Venture unit (if not already housed there), to commence transition back to a regular living unit. The Youth Supervisor will work with the youth to develop a behaviour management plan, to facilitate the transition from separate confinement to a regular living unit.
- Lights out at 2130 hours, 7 days per week.
- s.15
- Just prior to 2130 lights out, all rooms are to be cleared of all items (book, juice cartons, etc.). The youth may keep their running shoes in their room. If the youth is not cooperative, a second staff member should be present (ex. Control/Prowl Officer, Float, etc.). The Senior Youth Supervisor will complete the room inspection at this time, if available.

For youth residing in Venture Unit NOT serving a separate confinement order, the following procedures apply:

- Lights on / wake-up times are 0830 (at the latest) Monday to Friday. If youth housed in Venture are scheduled for school, court or a specific program in the morning, they will need to be awakened earlier. Youth are to be showered, fed and rooms cleaned prior to leaving for their scheduled appointment. Lights on / wake-up time on Saturday is 0830 and 1000 on Sundays and holidays.
- Youth must be seated on their bed, with their hands visible before the Youth Supervisors unlocks or enters the room.
- Depending on the reason the youth is housed in Venture, the level of supervision required may vary. If youth recently completed a Separate Confinement Order

and are transitioning back to a regular living unit, are overnight admissions or youth difficult to classify to regular units, they may be checked at irregular intervals not to exceed 30 minutes. If the youth are housed in Venture for medical and/or mental health reasons, the level of observation may be increased based on consultation with the BYCS Health Care and/or Mental Health team.

- Youth will be served all meals in their rooms.
- Youth are allowed the following items in their rooms: mattress (must remain on platform at all times), pillow, sheets, blankets, BYCS issued clothing, one book and one each hygiene items.
- In general, youth will be allowed out of their room one at a time, for a minimum of one hour per day – schedule of time out of room to be determined in consultation with the SYS based on number of youth in unit, whether or not any of the youth are serving separate confinements, unit dynamics, etc. The SYS will also determine whether or not it's appropriate to have more than one youth out of their room at a time. If the youth can be out of their room(s) for more than one hour (ex. if only one youth is residing in Venture, or if dynamics between youth are positive), they should be allowed out of rooms as much as possible, depending on behaviour.
- If youth residing in Venture are coming off a separate confinement order, and transitioning back to a regular living unit, they must complete a Life Space Interview (if they haven't already completed one), with the staff member involved in the original incident (if possible). The Youth Supervisor is to document the LSI on the LSI template (on glass), and forward to the SYS upon completion.
- Youth Supervisor and youth will be expected to develop a Behaviour Management Plan (BMP) outlining youth's plan to transition back to a regular living unit. This could include attending school from Venture, attending limited programming with a prospective living unit and/or completing specific/appropriate Learning Packages.
- Learning Packages are to be completed with the assistance of the Youth Supervisor, to demonstrate an understanding of the behaviour that resulted in separate confinement, and explore appropriate behavioural options to practice in future similar situations.
- If the youth has been provided homework as part of their BMP, the Youth Supervisor may provide the youth a pencil, which will be documented in the unit log book. When the youth is done with the pencil and/or the YS is nearing the end of his/her shift, the pencil will be returned to the YS and documented as such in the unit log book (Youth Supervisors must be accountable for all pencils issued). Lights out at 2200 hours, 7 days per week. Just prior to lights out, Youth Supervisors will clear each room of items (book, hygiene items, juice containers, etc.). Youth may keep their running shoes in their room overnight.

Burnaby Youth Custody Services

Security & Supervision of Residents

Provincial Policy Reference: [Sec E](#)

Room Inspection Designated Staff Duties

Weekdays

- Control will announce 5 minutes to Room Inspection at 0745 hours)
- Following Designated Staff report to units at 0750 hours

- Emerald	
- Elkhorn	
- Golden Ears	
- Glacier	
- Harrison	s.15
- Hollyburn	
- Asperity	
- Cypress	
- Columbia	

Weekends and Holidays

- Report to Unit at 1230 hours (Control will announce Room Inspection)

- Emerald	
- Elkhorn	
- Golden Ears	
- Glacier	
- Harrison	s.15
- Hollyburn	
- Asperity	
- Cypress	
- Columbia	

Burnaby Youth Custody Services

Operational Security & Control

Provincial Policy Reference:	D10 pg. 32, D13 pg. 52
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Assaults in Custody

All known or suspected assaults in custody shall be addressed by Youth Supervisors. The ADO/SYS should be notified as soon as possible regarding the incident.

Where an assault involves a cooperative victim, the ADO/SYS shall ensure:

- The subject of the assault, or suspected assault, has no further contact with the person(s) suspected or accused of committing the assault.
- Make medical assistance available to injured persons.
- Ensure all persons are safe from intimidation (including other potential witnesses in the area that may be threatened or intimidated by the accused youth).
- Preserve evidence and take photographs as necessary.
- Contact the Burnaby RCMP at 604-294-7922 and provide the following information:
 - Details of the assault
 - Extent of injuries
 - Names of those involved
 - Whether or not victim is cooperative & if there are any witnesses
 - Immediacy of the response required
- Make referrals to the Mental Health Team as appropriate.
- Collect Incident Reports and written statements from witnesses and written statement from the victim.
- Coordinate and forward assault packages for RCMP, Director and Case Management team.
- The ADO/SYS is responsible for ensuring the parent or guardian of the injured/assaulted youth is notified.

The Assault Package compiled for the RCMP should include the following documents:

- Police Referral Package Checklist (copy) – **Refer to Appendix**
- Face Sheets for all youth involved in incident
- Witness Statement List (Original) – **Refer to Appendix**
- Photographs of injury and other pertinent details
- Youth Injury Report (copy) – **Refer to Appendix**
- Incident Report (copy)
- Consent to Disclosure of Information (copy) – **Refer to Appendix**
- Other evidence, as applicable.
- Assault packages should be forwarded to Burnaby RCMP, the Director and Case Management (place in basket on CM boardroom table).

Where the victim is uncooperative, the ADO/SYS shall ensure:

- Youth Supervisor statements and Incident Reports are as detailed and comprehensive as possible.
- A cover letter is included in the Assault Package detailing the circumstances of the assault, and the lack of cooperation from the victim and/or witnesses.

- A letter is prepared clearly indicating the police file number and note the victim has 6 months from the offence date to pursue the assault charge.
- The letter shall be placed in the victim's personal effects so it is available upon their release.

Burnaby Youth Custody Services

Emergency Contingency Procedures

Provincial Policy Reference: [D10](#) pg. 32, [D13](#) pg. 52, [Child Abuse Handbook](#)

Sexual Assaults

In all cases where a youth reports they have been sexually assaulted, or where a staff member suspects a youth may have been sexually assaulted (either prior to admission to custody or afterward), the Youth Supervisor must report the information to the on-site Child Protection Social Worker or a community Child Protection Social Worker and the ADO.

Where a youth reports they have been sexually assaulted within the past 72 hours, the ADO shall:

- Ensure the subject of the sexual assault (or suspected sexual assault) has no further contact with the person suspected or accused of committing the assault (if the alleged sexual assault occurred in the youth custody centre).
- Make medical assistance available to injured persons. Liaise with Health Care to determine whether or not hospital transport is appropriate, and if so, designate the most suitable staff to escort.
- Remain neutral and behave in a manner which affords the victim the greatest possible amount of dignity, respect and physical and emotional safety.
- Preserve evidence and take photographs as necessary (limited to closing off and/or photographing a location where the assault may have occurred, or preserving a piece of torn clothing – RCMP will be responsible for gathering all other forms of evidence).
- Contact the Burnaby RCMP and Director, and provide the following information:
 - Details of the assault
 - Extent of injuries
 - Names of those involved
 - Whether or not the victim is cooperative, and if there are any witnesses
- Make referrals to the Mental Health team as appropriate.
- Collect Incident Reports and written statements from witnesses (including the staff member to whom the allegation was first disclosed), and a written statement from the victim.
- Coordinate and forward a detailed sexual assault package to the RCMP, the Director and Case Management (**Refer to Appendix for Assault Package forms**). Case Management will ensure appropriate notifications are made to parents/guardians and the community.
- Take steps to prevent subsequent assaults and victimization.

Where the youth reports they have been sexually assaulted historically, the ADO shall ensure:

- The disclosure is forwarded to the BYCS Child Protection Social Worker. If the on-site SW is unavailable, the ADO shall ensure the disclosure is forwarded to the duty officer at the Burnaby Integrated office (604-660-5900) or MCFD After Hours (604-660-4927) for appropriate follow-up.
- The ADO, in consultation with the Centre SW, the SW with the Burnaby Integrated team or MCFD After Hours, will be responsible for determining who will

contact the police for appropriate follow-up.

Please see Child Abuse Protocol, Sec B5, for further detail.

Burnaby Youth Custody Services

Security & Supervision of Residents

Provincial Policy Reference: [D4](#) pg 10-15

Searches of Persons & Property of Youth

Youth Supervisors are authorized to conduct searches of youth, their possessions, clothing or their rooms:

- s.15
- For the purpose of detecting contraband
- Where there are reasonable grounds to believe the youth may be in possession of contraband or evidence relating to an offense.

Types of Searches:

- Frisk Search (or pat search) – means a hand search or search by use of a hand held screening device, of a clothed person from head to toe, down the front and rear of the body, around the arms and legs and inside clothing folds, pockets and footwear. This type of search must be conducted by a staff member of the same gender. If urgent (for health reasons, safety or security), the frisk search may be conducted by a staff member of the opposite gender, but only in the presence of a second staff member.
- Screening Search – means a search of a clothed person and any personal possessions, including clothing, that the person may be carrying or wearing, that is conducted visually or with the use of a screening device (ex. hand-held metal detector). This type of search may be conducted by a male or female staff irrespective of the gender of the youth being searched.
- Strip Search – means a visual inspection of an unclothed person (including the person undressing completely, open mouth, hands or arms, soles of feet, inside of ears, person running fingers through their hair, person bending over). This type of search must be conducted by a person of the same sex as the youth.
 - The YS conducting the strip search must inform the youth of the reasons for the strip search, and explain how it is to be conducted. It must be carried out in a private area, and as quickly as circumstances allow. Youths can disrobe the top half their body first, then redress before they disrobe the bottom half of their body. All strip searches must be documented and signed on a Strip Search Log (**Refer to Appendix**).

All searches are to be conducted so as to preserve the integrity and dignity of the youth.

Burnaby Youth Custody Services

Emergency Contingency Procedures

Provincial Policy Reference: [Sec D2.10 - 2.13](#), pg. 5-7

Continuous Monitoring

At any time a person in charge determines the need for elevated and continuous monitoring, 15 minute and ½ hour checks may be exceeded. The person in charge shall communicate the continuous monitoring requirements to the youth supervisor in the unit and control area who shall make a written record in the living unit log and control log. Continuous monitoring can be provided in a number of ways which may include any or all of the following measures as determined by the person in charge:

- Placement of young person in a room that provides for continuous visual observation which may utilize an electronic video monitoring device.
- In person visual inspections at enhanced intervals.
- Direct face to face supervision provided through placement of staff to provide for clear line of sight supervision.
- Other measures as appropriate (e.g. increased staffing levels)

Regardless of the type of consequence imposed (e.g. room time or separate confinement), enhanced monitoring may be authorized by the person in charge at any time a youth is assessed to be in a state of crisis or an elevated level of risk exists. A state of crisis which poses additional safety concerns includes, but is not limited to,

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s.15

The role of the youth supervisor and person in charge are defined as the following:

- **Monitoring and documentation** is conducted by youth supervisors and involves visual inspections and documentation as required by policy and supervisory direction, ensuring access to food, water, and bathroom facilities. At BYCS, the youth supervisor will document all visual inspections in the unit log book and the Separate Confinement running log (if applicable).
- **Assessment and initial authorization** is conducted by the Senior Youth Supervisor responsible for the area and involves evaluation of the need to continue or discontinue the level of monitoring and restrictive intervention initially authorized. The Senior Youth Supervisor will inform the youth supervisor of any need to begin or continue continuous monitoring.

The role of the control officer is as follows:

- **Monitoring and documentation** - Upon receiving a request from the person in charge to put a young person currently in a state of agitation/crisis/risk on camera, he/she shall monitor and report any behaviour concerns to the person in charge immediately.

The control officer shall document in his/her log book the request to monitor, any reportable behaviour and the advice to stand down video monitoring.

Burnaby Youth Custody Services

Security & Supervision of Residents

Provincial Policy Reference: [Sec D1.05 - D2.15](#), pg. 2-7

Staff Supervision

Security is maintained at BYCS using a combination of static measures (physical plant – ex. locks, cameras) and dynamic measures (interaction between staff and residents). Dynamic supervision is the preferred method to control youths' behaviour.

Youth Supervisors are expected to utilize a dynamic and proactive approach in supervising youth in custody.

- In secure and open custody, a visual inspection of each youth in their room shall be conducted by a Youth Supervisor at intervals not to exceed a half-hour (or more often if required). This check must be logged in the unit log book as soon after the check as is practically possible.
- Where a youth is serving a separate confinement order, a visual inspection of the youth shall be conducted by a Youth Supervisor at intervals not to exceed 15 minutes (or more often if required). This check must also be logged in the unit log book and Separate Confinement Running Log as soon after the check as is practically possible. Comments should include a description of the youth's activities, demeanor and/or physical condition.
-

s.15

- Where a youth is deemed "high risk" and identified as such on the daily High Risk List, Youth Supervisors shall be aware of each youth in their care on this status, and shall be checked at irregular intervals not exceeding 15 minutes. If the "high risk" youth is confined to a room, the checks must be recorded.
- Electronic surveillance can only be used to monitor youth in hallways, corridors, dayrooms, etc. It does not replace visual supervision and one-to-one interaction between staff and youth.
- Youth Supervisors are expected to supervise youth in the living units by being present in the living unit area.

s.15

It is particularly important for Youth Supervisors to be present and actively managing unit dynamics at meal times, clean up times and bedtime. Youth Supervisors are not permitted to read novels, magazines, newspapers, etc. while supervising their unit (these activities are restricted to break periods).

- Youth Supervisors may use the office to conduct necessary business (place a phone call, update log book, etc.) then shall return to the living unit area to maintain close supervision of the youth. Ideally, staff should only enter the office when risk is minimized (ex. when a second staff is on unit).
- In order to protect the privacy and dignity of female residents, female youth will be supervised exclusively by female staff while on living units. If same

gender staffing is not possible, same gender staffing shall be provided during wakeful hours (particularly during the supervision of changing, shower, and toilet areas). Male staff members are permitted to work in female living units only to the degree that human dignity and privacy are not compromised, and only for brief periods (ex. to cover breaks).

Burnaby Youth Custody Services

Security & Control of Residents

Provincial Policy Reference: [Sec D5](#) pg 16 - 22

Use of Physical Restraint & Mechanical Restraint Devices

If all other means of dealing with a youth have been exhausted, or are not reasonable in the circumstances, a staff member may use reasonable and necessary force to:

- Prevent or discontinue harm to another person, or
- Prevent the commission or continuation of an offence including the apprehension of an escaped youth, or
- Overcome resistance or compel compliance necessary for the security of the youth custody centre.

The following behaviour management techniques are not to be used by Youth Custody staff:

- All weapons (firearms, tasers, capstun)
- Chemical restraints
- Excessive or inappropriate use of force, restraints or confinement including corporal punishment
- Withholding food or water
- Use of aversive stimuli to compel compliance
- Group punishment
- Forced physical exercise to eliminate behaviours
- Punitive work assignments
- Use of demeaning, shaming or degrading language or activities
- Application of force, physical restraint, mechanical restraint or confinement by a person not authorized, qualified and trained.

Requirements for using physical and mechanical restraints:

- All other means of dealing with the youth have been exhausted or are not reasonable in the circumstances.
- Where appropriate, the youth is advised restraint may be used, and action required to avoid the use of restraint.
- The ADO/SYS must be advised of the intention to use restraint
- A second staff member must be present before restraint is used.
- The form of restraint used must be the minimum, safest and most effective as the circumstances allow.
- Must not involve the use of pain unless required to prevent harm to the youth or other persons.
- Regarding mechanical restraint devices, at no time shall the device be attached to a stationary object unless circumstances are of an extraordinary nature, and it is necessary to prevent extreme violence or self harm, in riot situations or during hospitalization of a youth deemed to be a high risk and/or escape risk.
- While mechanically restrained, the youth shall be subject to continuous face-to-face monitoring by the YS. Where continued use of physical or mechanical restraint is necessary, the youth must be assessed every 15 minutes for any harmful effects and a continuing log must be documented detailing the reasons for restraint, length of restraint and verifying continuous face-to-face monitoring, and the results of the required 15 minute assessments.
- Where physical or mechanical restraints are used, they shall be discontinued as soon as possible.
- Physical restraint shall not exceed 30 minutes unless it's necessary to manage the continuing escalated behaviour of a youth that threatens the safety of the youth or others, and is authorized by the Director or Deputy Director.
- Where physical restraint continues for more than one hour; the Director or Deputy Director

must be notified and authorize the restraint to provide for the safety of the youth or others.

- Where mechanical restraint devices are necessary for the safety of the youth or another person, and other means of dealing with the youth have been exhausted or are not reasonable, the ADO/SYS must assess the necessity of the continued use of the device every 15 minutes. The youth shall be provided reasonable access to food and water to minimize the adverse effects of being restrained.
- Where the use of mechanical restraints continues beyond one hour and up to 8 hours, the ADO/SYS must notify and get the approval of the Director or Deputy Director.
- Where mechanical restraints are used beyond 8 hours, there must be approval from the Provincial Director (Executive Director, YCS). In this situation, the Director of BYCS must review the situation every 30 minutes, and the Provincial Director must review the situation every 4 hours.
- In all cases where physical or mechanical restraints have been used, an electronic incident report shall be completed detailing all actions taken prior to using restraints, the reason for using restraints, the type of restraint device necessary, any harm experienced by the youth, the names of all staff and/or youth involved, and the date, time name and signature of the reporting staff member.

The following chart summarizes the grounds and legislative authority for the use of restrictive behaviour management interventions.

Continuous face to face monitoring can occur via a combination of staff presence and camera monitoring to ensure direct supervision of the youth.

YCS Intervention and terminology	Grounds	Time Limits	Monitoring/ Reauthorizations*	Legislative Authority
<i>No incident or restrictive Intervention.</i> General supervision levels.			All youth in custody are subject to 30 minute visual checks by unit youth supervisor.	
<i>Room Time as a result of consequence</i>	Any infraction listed in YCR sec. 10	Up to 2 hours as authorized by a supervisor	<i>Monitoring</i> - every 15 minutes by unit youth supervisor <i>Reauthorization</i> - n/a	Sec. 12 YCR
<i>Physical Restraint</i>	Prevent harm, prevent escape, overcome resistance	Up to 60 minutes unless approved by the Director.	<i>Monitoring</i> - ongoing continuous face to face by supervisor <i>Reauthorization</i> - every 60 minutes by Director	Sec. 14 YCR
<i>Mechanical Restraint</i>	Prevent escape, maintain control of youth, or prevent harm to self or others	Up to 1 hour unless approved by Director to a max. of 8 hours, unless approved by Provincial Director to a max. of 72 hours. Reviews every 15 minutes.	<i>Monitoring</i> - ongoing continuous monitoring every 15 minutes and every 15 minutes by a supervisor <i>Reauthorization after 60 minutes</i> - every 30 minutes by the Director	Sec. 15(2) YCR
<i>Separate Confinement</i>	Prevent harm, maintain custody centre security, possession contraband, taking intoxicants. Other means of dealing with the youth are not appropriate.	Up to 72 hours per incident.	<i>Monitoring</i> - every 15 minutes by unit youth supervisor while on Separate Confinement Order Youth requiring additional supervision due to level of current agitation are placed in rooms with cameras for continuous monitoring. <i>Reauthorization</i> - every 4 hours by a supervisor <i>Health Care</i> - Assessment within 12 hours	Sec. 13 YCR

Burnaby Youth Custody Services

Security & Control of Residents

Provincial Policy Reference: [Sec D6](#) pg. 22 - 23

Use of Hand Held Video Equipment

- At the direction of the Director / ADO, hand held video equipment may be used to tape emergencies and critical incidents involving youth who pose a danger to themselves or others and/or which may involve the use of force or physical restraint.
- The person in charge shall assign a youth supervisor competent in the use of the hand held video camera to record the incident. Only that person shall operate the camera.
- In incidents where it is possible to foresee the need to videotape an incident, taping should start when an intervention plan has been established and upon the direction of the person in charge. Taping shall continue until the situation is under full control. Taping should cease upon direction by the person in charge.
- Due to the seriousness of these types of incidents, recording should be continuous and uninterrupted.
- Once the incident is over, the person in charge shall remove the tape from the camera and place it in a secure area identified by the Director.
- The person in charge shall ensure a written report detailing the incident and the use of the hand held video equipment is submitted to the Director in a timely manner.
- The hand held video equipment shall be stored in an area identified by the Director.

***Video Equipment is to be used solely for emergency situations and critical incidents. ***

D - OPERATIONAL PROCEDURES

Sunday, April 1, 2012

Burnaby Youth Custody Services

Operational Security & Control

Provincial Policy Reference:

Assistant Director of Operations Responsibilities & Duties

The ADO is the on-site Manager 7 days per week. The ADO is responsible for overseeing the daily operations of the Centre.

The following duties are examples and guidelines of ADO responsibilities. The ADO performs these duties in conjunction and partnership with the Senior Youth Supervisors on shift, and has overall responsibility for the residents, staff, contractors, visitors and the community.

Daily

- Ensure verbal exchange of information with off-going ADO/SYS, and
- Responsible for overall staff deployment, in conjunction with SYS.
- In conjunction with SYS, work with Administrative Coordinator to ensure appropriate staffing complement. Where necessary, ensure Leave Management and /or Special Leave Request forms are completed and follow-up e-mail communications to the Administrative Coordinator and/or Director of Staffing and Support Services are completed.
- Be familiar with BCGEU Master Agreement (ex. call-out protocols, overtime, WCB, etc.).
- Review shift report and ADO Log Book, IR Log and other pertinent information.
- Log onto Outlook, review e-mail information, respond as appropriate.
- Oversee SYS's on shift, and ensure they are informed and up to date.
- Record clear, articulate entries in the ADO log book.
- Log onto CORNET to keep access current.
- Prepare notes for shift change, in conjunction with SYS.
- Co-deliver shift exchange, in conjunction with SYS, identifying all SYS's and their area of responsibility.
- As Manager, ensure staff are informed regarding current policy changes, expectations, operating procedures and current plan.
- Oversee SYS's, to ensure they are physically on units, and supporting YS.
- Conduct s.15 Supervisor's meeting to gather pertinent information from all departments, identify potential concerns, resolve issues and delegate tasks as appropriate.
- Attend s.15 meeting and brief Directors and other service providers regarding recent events, areas of concern, and any other relevant updates.
- Tour living units at least once each shift.
- Sign unit log books during tour.
- Support SYS in their response to all calls for assistance and codes.
- In conjunction with the Administrative Coordinator, liaise with WSI for all maintenance and repair needs.
- Compile information from all SYS on duty to include in the shift report, which must be submitted and forwarded to the night shift SYS prior to going off shift.

WCB Protocol / OSH

- Ensure safety and security of staff and residents following an incident.
- Regarding staff injury, ensure SYS has staff see Health Care, complete form 7, and if required provide escort to hospital.
- Forward completed forms to Director of Staffing and Support Services for follow-up.
- As the on-site Manager, complete the Joint Accident Investigation Form with a member of the OSH committee.
- Complete Operational or Critical Incident reviews as appropriate or as directed.
- Ensure CIRT is contacted if required, and provide the opportunity for a staff debrief.

Complaints

- All resident complaints must be responded to within 5 working days of being submitted by a resident.
- Review all resident complaints and attempt to resolve at the lowest level.
- If resolved, complete the form and have the resident sign and date it.
- If not resolved, add ADO comments and submit to Director of Operations.
- All complaint forms must be completed and submitted to the Director of Operations for final sign-off and tracking.

Incident Reports

- Discuss all incidents with SYS to determine appropriate consequence.
- Approve all IR's on ICON as required, and ensure documented in ADO IR Log.

Separate Confinement

- Oversee the administering of Separate Confinement when necessary according to policy and procedures.
- Approve all Separate Confinement orders on ICON and document in ADO IR Log.
- Ensure all documentation (LSI, Learning Packages, apology letters, etc.) is present.
- Ensure the Separate Confinement Order form is fully completed by the SYS.
- Ensure completed Separate Confinement package is delivered to the file clerk for placement in the youth's Master File.

Team Meetings

- In conjunction with the Director of Operations, ensure all SYS complete quarterly team meetings with their YS.

Fire Drills

- The ADO is responsible for coordinating a fire drill s.15
-
- Monitor staff and resident response and reaction to Fire Drills.
- Report all infractions and areas that need repair.
- Document Fire Drill results in Fire Drill Log in ADO office.

Emergency Procedures

- Be familiar with all emergency response protocols.
- In emergency situations, ensure staff and youth safety.
- Ensure all required documentation is completed as necessary.
- Ensure required community notifications are completed.
- Contact on-call Director to notify, and follow-up as directed.

Building Maintenance

- Ensure Saturday morning Weekly Unit Security Checklists are completed (YS to complete for each unit and submit to SYS, who compiles all forms and sends glass copy of the Weekly Supervisors Checklist to ADO and Administrative Coordinator. The Administrative Coordinator will forward all items for repair to WSI.
- Authorize after hours repair requests as necessary.

Warrants of Suspension

- Facilitate after hours requests for Warrants of Suspension. Ensure on-call Manager is contacted for approval of warrant.
- Execute Warrants of Suspensions on youth who turn themselves in directly to the custody centre.

Other

Prepare written reports, discussion papers and others as requested by a Director.

Sunday, April 1, 2012

Burnaby Youth Custody Services

Operational Procedures

Provincial Policy Reference:

To burn a CD for evidence, follow the steps below:

s.15

Burnaby Youth Custody Services

Operational Procedures

Provincial Policy Reference:

Use of DVR and Surveillance Cameras at BYCS

Supervision of staff

Reviewing the recorded events from the DVR for the purposes of staff supervision or staff “education” is **strictly prohibited**.

Active watching of the live camera feeds for the purpose of staff supervision is also **strictly prohibited**.

Video recordings as evidence

In the event of a serious incident that would include, a bona fide Code Yellow response, any use of force or control technique on a resident, the suicide or attempted suicide (slashing, hanging etc.), resident engaged in self harm, the escape or attempted escape of a resident, a Code Blue or other medical issue, or any other incident that in the judgment of the Person in Charge may be of a serious nature, all DVR recordings of the incident, including recordings leading up to the incident and upon conclusion of the incident are to be saved. This will be authorized and arranged by the Director or Deputy Director only.

Emergent need to review DVR recordings following an incident

If there is deemed to be an emergent need to review the recorded events following an incident, the Person in Charge must seek the express permission of the Director or, in his/her absence, the Deputy Director to do so. This reviewing must be done privately and not in the presence of other staff members or supervisors. A full report in writing to the Director is to follow the viewing of any recorded footage.

Provincial Policy Reference: [Sec E1](#) pg. 1, [Sec E2](#) pg.4 - 5

BYCS Control Manual

s.15

Updated 2011.02.09

TABLE OF CONTENTS

- 1. GENERAL**
DUTIES AND POST DESCRIPTION
CONTROL OFFICER SURVIVAL
- 2. OPERATIONAL PROCEDURES**
COMMUNICATION SYSTEMS
RADIO NETWORK
MOVEMENTS
COUNTS
VISITS
CONTRACTORS/VOLUNTEERS
ISSP CONTACT PROTOCOLS
KEY / EQUIPEMENT SIGNOUT
VEHICLE SIGN OUT
CONTROL LOG BOOKS
EMERGENCY PROTOCOLS
 - **COMPUTER FAILURE**
 - **FIRE EVACUATION**
 - **BOMB THREAT**
- 3. BUILDING CONTROL AND SECURITY SYSTEM**

GENERAL

DUTIES AND POST DESCRIPTION

Work Location:
Operations

Immediate Supervisor:
On shift ADO

JOB SUMMARY

Under the direct supervision of the Assistant Director, Operations, this position is responsible for

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Only those staff directly working in and out of Control, or supervising the Control staff are allowed into the area.

s.15

members posted to Control must have completed the relevant training and been tested for knowledge and suitability (written and practical). The staff members posted in the area are expected to work as a team when facilitating movements, communications and emergencies.

Supervision of the area, on a daily basis during wakeful hours, is the responsibility of the s.15 During non-wakeful hours, the s.15 assumes this responsibility.

s.15 ***staff is responsible for Control break coverage and immediate response to emergency situations.*** s.15 ***perform scheduled perimeter/ security checks and other duties as assigned.***

CONTROL OFFICER DUTIES INCLUDE BUT ARE NOT LIMITED TO:

- Processing radio and telephone communications.
- Processing requests for general announcements as requested.
- Controlling movements into and within the centre.
- Managing emergent situations in a calm manner.
- Testing s.15 system, distribution, tracking and inventory control of all
- Monitoring, verifying and acknowledging s.15 alarms.
- Reviewing changes to and maintaining familiarization with the BSCS system.
- Logging and reporting BSCS deficiencies.
- Ensuring visitor tags are clearly displayed on persons within the facility.
- s.15
- Facilitating the formal counts in conjunction with the Admissions department, and conducting formal counts after hours.
- Ensuring awareness of no-contacts in the building, by reviewing daily High Risk List.
- Logging on and off CORNET daily.

PROWL OFFICER DUTIES AND RESPONSIBILITIES INCLUDE, BUT ARE NOT LIMITED TO:

- Provide a visual presence in common areas, visits, hallways, courtyards, outdoor program areas as well as the living units.
- The Prowl Officer is expected to maintain a high vigilance in these areas at all times and be available to respond to escalating situations and emergencies.
- s.15
- The Prowl Officer will be required to assist with resident movements, visits, and Control breaks/respice.
- s.15
- Assist operationally as needed (escorts, transports, searches, etc.).
- **NOTE:**

s.15

ROOM TIME:

- Control will announce all ROOM TIMES via the paging system.
 - Five minutes prior to a scheduled ROOM TIME, Control will announce a five-minute warning to all areas.

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FORMAL COUNTS:

- Control will announce all Formal Counts via the paging system and radio.
 - At a scheduled Formal Count, Control will announce,

s.15

- Admissions and Discharge is responsible for facilitating and reconciling all

formal counts during their hours of operation. This function will be assumed by Control on evenings, weekends and statutory holidays.

- Control will announce when the count is clear.

****If there is a problem reconciling the count, Control will contact the ADO. ****

FUNCTIONAL DESCRIPTION

Control: hours of work - 12hrs

Control: hours of work - 8 hrs.

s.15

Prowl: hours of work – 10 hrs.

DAYSHIFT

s.15

s.15 Control 12hr and 8hr Shift Exchange

- Control officer reports to ADO.
- On-coming Control officer ensures they receive a verbal shift summary from the off-going Control officer before going off shift.
- Ensure s.15 are accounted for.
- Log onto the BSCS.
- Sign out all s.15 for day shift.
- Prepares Daily Count Sheet, log onto CORNET.

s.15

- Control facilitates court movements from living units to Admissions and Discharge.
- Control facilitates Sheriff and transport movements in and out of the Centre.

s.15

• Formal Count

s.15

- Living Unit staff report counts to Control staff. Control staff will confirm counts with Admissions.

s.15

(approximately)

- Facilitate the movement for meal cart distribution to units.
- Facilitate Nurse rounds to living units for medication distribution.
- Security/Perimeter check.

s.15

- Conducts appropriate portable radio checks.

s.15

- Facilitates the movement of residents between units and Admissions or other areas of the centre.

s.15

- Announces 5 minute warning to room inspections via the paging system, on school weekdays only.

s.15

- Announces all youth to their rooms for room inspections via the paging system.

s.15

- Announces five-minute to count time.

s.15

- Announces Count Time

s.15

- Facilitate school and program movements.
- Facilitate movements of staff, visitors and contractors etc.
- Facilitate resident movements for Health Care Services.

s.15

- Facilitates the movement of meal cart distribution to living units.

s.15

- Announce 5 minute warning to count time.

s.15

- Announces Count Time.
- Living Unit staff report counts to Admissions and Discharge during business hours and to Control on evenings, weekends and stats.

s.15

- Announce 5 minute warning to staff meal break.

s.15

- Announce staff meal break / room time.

s.15

- 8 hr Control staff meal break.
- All residents in rooms for staff meal break.
- Secure custody residents locked, open custody residents door permits enabled.

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- Prowl Officer relieves 12 hour Control Officer for meal break.

s.15

- Youth Supervisors return to Living Units and program areas.

s.15

- Facilitates school and program movements.
- Facilitates movements of staff, visitors, contractors etc.
- Facilitates resident movements for Health Care and Mental Health.

s.15

Control 8 hr Afternoon Shift Change

- On-coming Control staff ensures a verbal shift summary is exchanged before off-going Control staff departs. Off-going Control staff logs off BSCS.
- On-coming Control staff Logs onto BSCS.

s.15

- Announce five minute warning to count time.

s.15

- Announce count time.

s.15

- Announce five-minute warning to room time via the paging system.

s.15

- Announce room time and formal count via the paging system.

s.15 – Control 12 hr Afternoon Shift Exchange

- On-coming Control staff ensures a verbal shift summary is exchanged before off-going Control staff departs. Of-going Control staff logs off BSCS.
- On-coming Control staff logs onto the BSCS.

s.15 – Living unit staff meal breaks

- Living Units are locked down for staff meal break.
- Prowl Officer relieves Control Officer for meal break.
- Prowl Officer may take meal break either before or after the scheduled time, or as time permits.

s.15

- Shift Exchange Unit Staff.

s.15

- Announce 5 minute warning to counts.

s.15

- Announce count time.

s.15

- Staff returns to Living Units.

s.15

- Prowl Officer to facilitate visits.

s.15

- Facilitate resident movements for visits.

s.15

- Announce 5 minute to level one room time warning via the paging system.

s.15

- Announce room time for level 1 Residents.

s.15

- Announce 5 minute warning for counts.

s.15

- Announce count time.

s.15

- Announce 5 minute to level 2 room time via the paging system.

s.15

- Announce room time for level 2 Residents.

s.15

- Announce 5 minute to level 3 room time via the paging system.

- ^{s.15} Announce room time for level 3 Residents
- ^{s.15} Announces 5 minute warning for building room time via the paging system.
- ^{s.15} Announce building lockup and formal count.
- Living Units are secured for the night.
- ^{s.15}
- Ensure Control room is clean, tidy and organized.
- ^{s.15} Call for unit counts via portable radio.
- ^{s.15} Prepare Daily Count Sheet as CORNET indicates and ^{s.15} for oncoming control staff.

Control Staff Survival:

What is important? What is your focus?

- Remember - we are all striving for the same thing...A SAFE and SECURE work environment.
- It is important Control staff understand door control, intercoms and cameras are TOOLS we use to assist Operations, Records, and Programs staff in performing their duties safely and securely.
- Control staff must use discretion and diplomacy when dealing with all staff, contractors and visitors. All communication should be courteous and professional.
- Any concerns with regard to staff, contractors or visitors should be directed to a supervisor for follow up.

Control Staff Skills and Abilities:

- Calm demeanour
 - Must be able to remain calm and in control during high stress situations (codes, fire, high volume movement times).
- Multi-tasking
 - Ability to competently perform more than one task at a time (ex: observing cameras, controlling movement, and answering radio and telephone calls often occur simultaneously).
- Authorize Movements
 - Ability to coordinate, in consultation with SYS, safe, secure movements during emergency situations.
- Diligent
 - Follow through with duties.
- Communication Skills
 - Respectful, professional, clear and concise.
- Quick Learner
 - Ability to adapt
- Able to deal with STRESS
 - Control can often become overwhelming, especially if you are uncertain of what to do in a given situation.

ASK FOR ASSISTANCE WHEN NEEDED.

Emergency situations are much easier to handle if you KNOW WHAT TO DO!!!

Learning Curves:

- s.15 . It will however, take time to learn the emergency indicators, warnings and responses.
- Control staff are expected to be familiar with all of these systems to ensure timely responses are initiated in all emergencies. You should constantly be updating or refreshing yourself with respect to these procedures and protocols. An emergency situation is not the time to be searching your notes for answers.

BE PREPARED!

OPERATIONAL PROCEDURES

COMMUNICATION SYSTEMS

There are several ways for Control to communicate with the staff, contractors, residents and visitors in the centre. All communication should be clear, concise, professional and courteous. Control is responsible for the overall communications in the building and, should problems arise, they are to advise a supervisor immediately and/or make the appropriate service call.

The general principal of keeping all communication traffic to a minimum will be continually reinforced to all staff.

The methods of communication at the centre are:

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POST	Radio Call Sign
Supervisors	
ADO	
Secure Supervisor E and F Units	
Secure Supervisor G and H Units	
Open Supervisor	
Venture Supervisor	
Programs Supervisor	
Shift Scheduler	
Control Prowl	
Secure Living Unit Call Signs	
Emerald	
Elkhorn	
Fairweather	
Fernie	
Glacier	
Golden Ears	
Harrison	
Hollyburn	
Venture staff	s.15
Deltaform (overflow)	
Open Living Unit Call Signs	
Asperity	
Columbia	
Cypress	
Whistler	
Programs	
Programs Supervisor	
Open Programs	
Secure Programs	
SCHOOL	
Other	
Admissions	
Case Management	
Stores	
Health Care	

Pages 69 through 82 redacted for the following reasons:

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4. **Emergency Call List;**

SAFE LINK: 604-454-1085 code s.15

WSI: 1-877-222-3112

BBY FIRE DEPARTMENT: 604-294-7190

BBY RCMP: 604-294-7922

EHS: 604-872-5151

Burnaby Youth Custody Services

Operational Security & Control

Provincial Policy Reference: [Sec E5](#), pg. 10

Principles of Communication at BYCS

1. Telephone
 - Incoming calls to be managed by reception during business hours, and Control after hours.
 - Calls to be handled in a professional and courteous manner.
 - Internal calls to be answered by location, followed by staff members' name.
 - Any technical problems with phone system to be recorded in the log book and reported to a supervisor.

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Post	Radio Call Signs
Supervisors	
ADO	
Secure Supervisor E, G & H Units	
Clinical Service Supervisor F & V Units	
Open Supervisor A & C Units	
Programs Supervisor	
Shift Scheduler	
Control Prowl	
Secure Living Unit Call Signs	
Emerald	
Elkhorn	
Fairweather	
Fernie	
Glacier	
Golden Ears	
Harrison	
Hollyburn	
Venture staff	
Deltaform	
Open Living Unit Call Signs	
Asperity	
Columbia	
Cypress	
Whistler	
Programs	
Programs Supervisor	
Open Programs	
Secure Programs	
SCHOOL	
Other	
Admissions	
Case Management	
Stores	
Health Care	

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Page 86 redacted for the following reason:

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Burnaby Youth Custody Services

Operational Security & Control

Provincial Policy Reference: [Sec E6.32 - E6.38](#), pg. 23 - 24

How to Place a Resident Phone Call

- The Visits Officer will maintain/record approved telephone contact numbers on CORNET.
- Unit staff must FIRST check CORNET to verify the telephone number being called to ensure it is an approved contact number.
- Unit staff initiates the call from the Unit Staff phone and transfer the call to the Resident Unit Phone (Toughboy).
- There is a BYCS Professional and Personal Calls Log for each youth kept in their Unit File. This form will be maintained on a weekly basis, and the week will run from WEDNESDAY to TUESDAY, and a new form will be replaced every Tuesday night (Incentive calculation night). These will be collected on a monthly basis by Case Management, with the Progress Logs.
- Personal Calls include immediate family members, extended family and, on occasion, family friends. Professional calls include PO's, SW's, lawyers, community D & A workers, ISSP, etc. All contacts deemed professional are identified as "Professional" on CORNET.
- Unit staff manually record telephone calls on the BYCS Professional and Personal Calls Log. Personal calls will be a maximum of 4 calls per week, 10 minutes per call.
- Professional calls are to be noted in their section of the Professional and Personal Calls Log, but NOT to be monitored, as per policy. Professional calls requiring privacy (privileged calls) and/or professional calls that may be lengthy (interview calls) can be facilitated in the visits area by coordinating a time with the Visits Officer, Case Management staff or in the phone booth in the rotunda.
- Unit Staff are permitted to monitor personal calls, only after consultation and approval by the SYS. For calls to be monitored, there must be reasonable grounds to believe the youth is:
 - Involved in illegal activities
 - Harassing or causing harm to others
 - Participating in an activity that may threaten the management, operation or security of the Youth Custody Centre, or the safety of any other person
 - **If personal calls are monitored, it must be noted in their section of the Professional and Personal Calls Log, and reasonable grounds noted in the youth's Progress Log.
- Unit staff will be able to terminate phone calls at the source based on the following criteria:
 - If there is a belief a breach of security is occurring
 - If the resident persists in the call after having been notified the ten minute time limit has expired
 - If the youth is speaking to a girl or boy friend; or if any unauthorized person comes onto the line after initial contact is made
 - If the youth or the caller is abusive or if the Unit Staff deems the content

of the conversation to be inappropriate.

- **If personal calls are terminated, an Electronic Incident Report must be completed.
- Unit staff will need to have each youth complete a Visits/Phone List Request Form to add or delete visitors and/or telephone calls to be approved. These are maintained by the Visits Officer.

Burnaby Youth Custody Services

Operational Security & Control

Provincial Policy Reference: [Sec E6.02](#) pg 12, [Sec E6.14 - E6.17](#) pg. 15 - 17

Privileged Persons Telephone Policy

"Privileged persons" are:

1. BYCS Director; Executive Director, Youth Custody Services; or Senior Executive Director.
2. The Director under the CFCSA.
3. The Ombudsperson, Youth Custody Complaints Manager or Representative for Children & Youth.
4. A Member of the Legislative Assembly of the Province or of the Parliament of Canada.
5. A justice or peace officer on duty.
6. A barrister/solicitor representing the concerned youth.
7. A person conducting an inspection or investigation under the YJA.
8. Where a person is detained pursuant to the Immigration Act (Canada), an immigration officer as defined in that Act or a person designated as an officer under the Immigration and Refugee Protection Act (Canada).

All privileged persons telephone calls should be processed as follows:

1. Must be carried out in a separate and private room or area. The Visits area has private booths and should be utilized, via the Visits Officer, Monday to Friday, 0830 – 1630. Privileged calls can also be facilitated in the rotunda and open custody phone booths and the admissions area.
2. Staff are to ensure confidentiality and privacy are guaranteed with respect to facilitating privileged calls.
3. Requests by youth for privileged calls are to be given priority and should be accommodated as soon as practically possible.
4. All requests should be verified prior to the placement of the call.
5. All calls must be documented including date, time, number and privileged person called, and whether the call was successfully completed.
6. All calls to privileged persons shall NOT be monitored.

Burnaby Youth Custody Services

Operational Security & Control

Provincial Policy Reference: [Sec E6.02](#) pg 12, [Sec E6.14 - E6.17](#) pg. 15 - 17

Privileged Phone Calls – Visits Room Procedure

There are two private phone booths in the visits area delegated to the facilitation of privileged phone calls for youth. There is also a private phone booth in the rotunda.

The following protocol should be followed in facilitating privileged calls for youth:

- Youth makes request to Youth Supervisor to make privileged phone call.
- Youth Supervisor contacts Visit Officer (for calls in visit area) or Youth Supervisor (for calls in rotunda/open custody) to confirm an appropriate time.
- Youth Supervisor provides the name and phone number of the person the youth wishes to speak with.
- Control will facilitate movement through the building to the visit area, if necessary.
- The Visit Officer will place the call and document in the phone log in the visit area. The Youth Supervisor in the rotunda will document the call in the phone log located on the School Coordinator's desk. Open Custody calls will be documented in the Open Custody Supervisors log.

Burnaby Youth Custody Services

Operational Security & Control

Provincial Policy Reference: [Sec E6.39](#) pg. 25, [Sec F4](#) pg. 13

Suspicious Mail Items

Suspicious mail items refer to mail that has devices designed to detonate only when the letter or parcel is opened and the contents are being removed.

The following information may assist in identifying a suspicious mail item:

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If you are suspicious of a mail item:

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Burnaby Youth Custody Services

Operational Security & Control

Provincial Policy Reference:

Visit Officer Procedures

The Visit Officer shift is Monday to Friday, 0815-1630.

0815-0900

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

s.15

0900-1200

1. Commence scheduled professional visits.
2. When visits arrive, reception will notify via telephone.
3. The Visit Officer attends reception, ensures the visitor has signed in and locked any personal items in a locker, and escorts the visitor into the visit area, and seats in the pre-arranged location (booth, if available).
4. Once visitor arrives, Visit Officer calls for youth via portable radio.
5. The Visit Officer may supervise the visit area from the office.
6. Once the visit is over, the Visit Officer will let the visitor out the door, and Control will guide the visitor back to reception to sign out.
7. The Visit Officer will pat search the youth in the visit area and call the youth back to his unit or program area.

1200-1300

1. Lunch break – no visits scheduled

1300-1600

1. Re-commence scheduled professional visits.

Visit Officer Duties

The following duties are to be managed by the Visit Officer, as appropriate,

throughout the shift, as visits are being facilitated:

Privileged Calls

- When a youth requests a privileged telephone call (through their unit staff), the Visit Officer will verify the contact information either on CORNET, or by checking the Law Society BC web page (Lawyer Lookup).
- Prior to calling the youth to the visit area, the Visit Officer will contact the recipient of the privileged call, to schedule a time that is mutually agreed upon.
- At the agreed upon time, the Visit Officer will call the youth to the visit area, via portable radio, and direct the youth to one of two booths (located at the end of the hallway youth enter the visit area from – 2 booths closest to the Visits Officer office)
- The Visit Officer will dial the number from the office, and transfer the call to s.15, press “link”, then when the youth picks up, press “link” again, and hang up.
- All privileged calls must be logged in the Lawyer log book in the Visit Office.

Schedule Personal Visits

- When parents/family members leave a message to schedule a visit, the Visit Officer must confirm the contacts on CORNET, and call back and leave a message confirming the visit (recorded in the log book kept in bottom left hand drawer).
- If the requested visit time is full, therefore unable to facilitate the request, this information should be forwarded to the parent/family member so they can re-schedule.
- Secure Custody visit times are Monday, Wednesday, Friday and Sunday 1900-2000. Saturday visits are from 1500-1600.
- Open Custody visit times are Tuesday, Thursday and Saturday at 1900-2000, and Sundays 1500-1600.
- All visitors are encouraged to arrive 15 minutes prior to their scheduled visit time, with picture identification, to check in and secure personal items.
- The visits will be scheduled on CORNET by accessing the Visit Slate – Schedule Visit (must have appropriate CORNET access). Once the visits have occurred, the Control/Prowl officer will make the entry on CORNET (Visit Slate – check off confirm arrival). If officer does not have appropriate CORNET access, all visit scheduling and confirmations should be documented manually.
- For security reasons, BYCS can facilitate a maximum of 28 people in the visit area at one time. This consists of 7 youth and a maximum of 4 visitors each. If some of the scheduled visits only have 3 or less visitors, the Visit Officer may schedule 8 youths in this area for that particular visit time.

Schedule Professional Visits

- Professional visits are defined as any contacts on the approved contact list on CORNET that are NOT friends or family. This might include PO's, SW's, ISSP workers, 1 to 1 workers, D & A counsellors, etc.
- When professionals call in to schedule a visit, the request must first be checked on CORNET to ensure approval status.
- The visit must be scheduled on S drive (Youth Custody, Shared Information, Centres, Burnaby, Case Management, BYCS Visits, and Professional Visits).
- The professional visit is also scheduled on CORNET (must have appropriate access – if not, done manually).
- Professional visits can be scheduled Tuesday to Friday, 0900-1200 and 1300-1600. Ensure scheduling residents for visits is checked on the High

Risk List to ensure no-contacts are not scheduled simultaneously.

- Given the layout of the visit area, and the need for privacy during professional visits, 4 professional visits can be set up at one time.

Updating Contact Lists

- When the Visit Officer gets Contact Request Sheets forwarded to them (usually retrieved from Case Management or the cubby holes in reception), the requests must be followed up with the Community Probation Officer.
- The Visit Officer e-mails the contact request to the community PO, detailing the name, relationship, phone number of the person requested.
- When the PO responds with information regarding the appropriateness of the contact, the Visit Officer will add the person to CORNET with appropriate comments, as necessary. The e-mail response is printed and attached to the visitor contact, and dropped in the Case Management basket (middle of the table in CM) for filing.
- The general guidelines for personal visits are: all visit requests are screened for feedback with the community PO. Unless there's information to the contrary from the community PO, parents and immediate family members are approved for contact. The addition of any family friends or extended family members is addressed on a case-by-case basis. All professional contacts are confirmed through the community Probation Officer and/or Social Worker.

Parent Notification Letters

- When a youth is admitted to custody, a Parent Notification Letter must be mailed out within 5 working days.
- This letter is found on S drive (Youth Custody, Shared Information, Centres, Burnaby, Case Management, CM Templates, BYCS Visits, BYCS Professional, BYCS Visits, BYCS Visits, BYCS Visits, 2011 P. Notification) and must be completed using the contact information for the parent or guardian as entered in CORNET.
- Once completed, the letter is printed and placed in an envelope with a copy of Visit Regulations and a new centre site map.
- Address the envelope and take to reception and place in "out" basket.
- Two copies are printed: one goes in the mail to the parent/guardian, and one goes to Case Management (basket on table in CM) for placement on the youth's master file.

Other Duties

- When answering the phone in the visit area, always greet with "Visits Office, (your name), How may I help you?" Ensure all calls are documented in the log book, detailing the name of the caller, the nature of the request, the date/time and a call-back number.
- Periodically throughout the day, check the visit area to ensure all garbage, pop cans, etc. are picked up, and the room is neat and orderly. Also check for any security breaches or damage, and report as appropriate. At the end of the day, a check of the entire area is conducted by the Visit Officer to tidy up the area, address security breaches and ensure tagging/graffiti is promptly addressed.
- The person that manages the vending machine comes in twice weekly and may need to be updated about any vending machine related issues. There is a log book in the Visit Office (top left hand drawer labeled "Vending Log Book") where visitors' names are written down that have lost money or items from the machine. Funds will be collected from the vending machine person, entered in the log book, placed in an envelope with the visitor's name on it.

The envelopes are kept in the log book and returned to the visitors upon their next visit.

- At the end of each month, all visit printouts are forwarded to the receptionist, who organizes the information, and forwards it to Case Management for inclusion in the monthly Service Delivery Plans for each youth.
- On occasion, the Visit Officer is required to set up Special Visits outside the regular visit times. This may be to accommodate out-of-town visitors, behavioural concerns and/or no-contacts. This must be coordinated through the ADO, to determine an appropriate time, based on operational needs.
- If visitors attend BYCS and the youth they came to visit has been transferred to IAU, these visitors are not to be walked over to IAU for the visit. The visitor should be provided the phone number for IAU (778-452-2200) to schedule their visit based on IAU visit times.

Burnaby Youth Custody Services

Operational Security & Control Procedures

Provincial Policy Reference: [Sec E6](#) pg. 12 - 22

Visits Policy

- All visit areas shall permit privacy for conversation between youth and visitors.
- All visitors shall produce proper identification before being admitted to a youth custody centre.
- All visitors will sign in to a visitor's registry, documenting their name, signature, nature of visit, date and duration of visit.
- The Director or ADO may prohibit a person from visiting; suspend, terminate or cancel a visit; order a visit be supervised; or place restrictions on the nature, timing, frequency, length or location of the visit.
- For the Director or ADO to deny, terminate, suspend or restrict visits, there must be reasonable grounds to believe:
- The visit will negatively affect the safety of youth or others at the centre and/or
- The visit will interfere with the management, operation or security of the centre.
- Whenever a visit is denied, suspended, restricted or terminated, an IR shall be completed and submitted to the Director.
- Whenever a visit is denied, suspended, restricted or terminated, the resident and visitor shall be informed of the reason for the decision, and the procedure to have the decision reviewed (request a review of the decision by the Director, and if still unresolved, request a review of the decision by the Executive Director).
- The Director or ADO can authorize the random search of visitors (frisk or screening search) in order to prevent and control incoming drugs, weapons, or any other contraband which may pose a threat to the safety and security of the centre.
- All searches must be conducted with the signed consent of the person being searched and be conducted by a staff member of the same gender, where possible. Where not possible, a frisk search may be conducted by a member of the opposite gender, in the presence of a second staff member.
- If the visitor refuses to consent to the search, the Director or ADO may allow the visit but authorize a visit where no contact will occur, or deny the visit and ask the visitor to leave the centre.
- If the Director or ADO believes a visitor is in possession of contraband, a frisk or screening search may be authorized, with the consent of the visitor, of the visitor's personal possessions, including clothing. The Director or ADO may also authorize the detention of the person in order to obtain the assistance of the police.
- Where the Director has reason to believe a visitor may be in possession of contraband, the visitor may be asked to submit to a strip search prior to being admitted to the custody centre. With respect to strip searches of visitors, the Director or designate ONLY can authorize the search; the visitor must be informed in writing of the grounds for the search (Search of Persons Entering

a Custody Centre – Consent to Strip Search form - **Refer to Appendix**); the visitor must consent to the search and sign the appropriate form.

- Where, as a result of a search, the visitor is found to be in possession of drugs, weapons or other items prohibited by law, the item shall be seized, the person detained, and the Burnaby RCMP requested. The visitor must immediately be informed of the reason for detention and provided an opportunity to contact a lawyer.
- Where the item found is not prohibited by law, but represents contraband within the Centre, the item shall be seized and either the visitor shall be given a receipt identifying the item(s), and the item(s) returned to the visitor upon their departure from the Centre, or the item(s) shall be placed in safekeeping for the youth, who will be given a receipt identifying the item(s) (likely stored with personal effects and itemized on their Inventory of Resident's Personal Property sheet).

Burnaby Youth Custody Services

Operational Security & Control Procedures

Provincial Policy Reference: [Sec E6.32 - E6.38](#), pg. 23 - 24

Youth Telephone Calls

In general, youth are approved to have telephone contact with their immediate family and any professionals working with the youth (lawyer, PO, SW, counsellors, etc.). The appropriateness of all contacts are screened in conjunction with the community Probation Officer and/or Social Worker.

- For a youth to have contacts added to their approved call list, or have current contact information amended, they must complete and submit a Contact Request form to the Visits Officer.
- The Visits Officer will liaise with the community PO to confirm information and appropriately screen the request. If approved, the contact will be added to CORNET with updated information for staff to access. If not approved, a copy of the Contact Request form will be returned to the youth indicating which contacts have been approved or not approved.
- If youth have questions or concerns regarding their approved/not approved contacts, they can pursue the matter with a member of the Case Management team, or their community Probation Officer, as appropriate.
- Youth are permitted 4 personal phone calls per week, of 10 minute duration. Youth should not be making personal phone calls through the school day unless there are exceptional circumstances. All phone calls are to be checked on CORNET by Youth Supervisors (confirming name, phone number and approval) and logged on the Youth Phone Log sheet (**Refer to Appendix**).
- Other than privileged persons, telephone conversations may be monitored if there are reasonable grounds to believe the youth is
 - a) Involved in illegal activities,
 - b) Harassing or causing harm to others or,
 - c) Participating in an activity that may threaten the management, operation or security of the youth custody centre, or the safety of any person.
- Telephone calls monitored may be terminated if the YS believes it is necessary based on the reasons above. When a call is terminated, an IR must be completed and submitted detailing the circumstances.
- All monitored calls must be recorded in the phone log, and documented in the youth's unit file.

(A number of the points are a repeat of above section on Resident Telephone calls)

Burnaby Youth Custody Services

Operational Security & Control Procedures

Provincial Policy Reference: [Sec E6.39](#) pg. 25

Youth Written Correspondence

Youth are permitted to correspond with the following persons:

- Unrestricted correspondence with “privileged persons”.
- Parents/guardians, siblings or other relatives.
- Friends (unless there is a no-contact with that person – including ex-residents).
- Such other persons specified by the Director.

Youth are not permitted to correspond with:

- Any youth currently in another youth custody centre.
- Any adult currently in a Provincial or Federal correctional centre.
**Exchanging written correspondence with a parent, sibling or any other person in a correctional centre or custody centre will be addressed on a case-by-case basis for appropriateness.

- **The routine examination of correspondence is prohibited.** Correspondence to and from a resident, other than a “privileged person” may be read where the resident has first been advised that mail may be examined and where the Director or person in charge has reasonable and probable. Reasons for examining correspondence should be noted on the youth’s master file and the communication monitoring form **CF0214** shall be completed (**Refer to Appendix**).
- **When resident mail is being opened by staff, two staff must be present.**
- All outgoing mail will be logged in the unit Mail log book by Youth Supervisors. All mail should be checked on CORNET to indicate the addressee is not a no-contact. Youth Supervisors should also ensure the mail is not addressed to a youth custody centre or adult correctional centre (list of addresses located inside the front cover of the unit Mail log book).
- All incoming mail will be screened for contraband by Control Officers, and logged in the Mail log book in Control. All incoming mail should be checked on CORNET to ensure the sender is not a no-contact, or sending mail from another youth or adult centre.
- If the mail contains contraband (drugs, weapon or other item prohibited by law), it should be held in a safe and secure place, and the Burnaby RCMP notified for follow-up investigation.
- If the mail contains contraband not prohibited by law, the item should be returned to sender with an explanation as to why it wasn’t forwarded, or placed in the youth’s personal effects locker and itemized on the youth’s Inventory of Resident’s Personal Property.

Burnaby Youth Custody Services

Operational Security & Control Procedures

Provincial Policy Reference: [Sec E 6.40 & 7](#) pg. 25 - 27

Contraband

- In instances where contraband items not prohibited by law are seized, the youth associated with the item will be consequence for possession, as appropriate OR the item will be seized and stored in the youth's personal effects locker, and itemized on their Inventory of Resident's Personal Property form. In exceptional circumstances, on the authority of the Director, the item seized may be returned to the rightful owner.
- Where the item seized is a weapon, drugs or other item(s) prohibited by law, or may constitute evidence in an investigation, the evidence must be protected, and the appropriate law enforcement agency notified.
- All unauthorized monies seized for which rightful ownership cannot be determined, and are not required for a criminal investigation, shall be remitted to the Comptroller General, Ministry of Finance, Parliament Buildings within 60 days of the seizure.
- When a youth is found to be in possession of contraband, an electronic Incident Report shall be completed and submitted to the Director.

Burnaby Youth Custody Services

Operational Security & Control

Provincial Policy Reference: [Sec E](#)

Duties of the Control/Prowl Officer

Procedure

– fence
checks

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Procedure

– field and
grounds
checks

Other Control / Prowl Duties

Procedure - Common area searches (i.e. Mosaic, library, laundry room, class rooms, units common areas)

- As directed by a supervisor, provide assistance in common area searches and paperwork
- Conduct Weekly Security Checks(backfill will need to check prowl log to see what areas need to be finished.

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- If other staff are involved in the search ensure you communicate with them as to what areas have been completed.
- Utilize gloves and metal detectors in your search.
- Move around and be visible in as many units as possible in order to support the unit staff.

Procedure – facilitate visits

- Obtain visits list from visits office
- Check high risk list for non-associations
- Start processing visitors 15 minutes prior to visit start time
- Check identification to match with cornet approval {visit list}
- Notify visitors to store all valuables, cell phones, and lighters etc.
- Walk visitors through the magtometer {metal detector} use the hand wand to pin point activation from magtometer and investigate what caused the activation
- Residents are not to mingle with other visits
- Actively monitor the visits room

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- Disperse residents in safe and orderly fashion to their units.

Procedure - Distribution of medications with nurse

- Prearrange start time and starting location with nursing staff (generally 2100 hours).
- Obtain medication list from the nurse.
- Attend all units needing medication and have the residents attend one at a time outside the unit door. Close the door to

- allow the nursing staff privacy to consult with resident.
- Monitor the youth; ensure youth does not touch the medication cart; ensure youth swallows the medication {allow nurse to check}

Assist in Venture / Sep Con area with supervision residents

**Escorting contractors to worksites
Attending to exterior doors for after hours deliveries**

- By being a backup staff if required

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**Procedure - Security
Orientation tours of new contractors and volunteers**

- Meet with volunteers or new contractors at reception and ensure they have been cleared to enter the building and then sign in.
- Have them wear their identification tag.
- Inform them of the locker area and have them store all valuables especially cell phones

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- Instruct them on how to use the door communication system and have them identify themselves to control when passing through doors.

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- Give a tour of the areas they will need to be familiar with.
- Ensure they are aware of when the residents are in the area to be mindful of their safety and any supplies in their possession.
- Ensure they report any negative interactions or loss of supplies immediately to control.

Speaking with various residents about safety/security issues

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Breaks for control staff stationed in control area – 15 min and 30 min

-

Breaks for unit staff as required – report to PIC	•
Respond to codes and other calls for assistance	•
Do emergency escorts	•
Communicate with fellow control prowl officer in log book and/or email	•
Assist in Admissions	•
Provide extra coverage on difficult units as required	•

Operational Security & Control

Provincial Policy Reference: [Sec E](#)

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- When using call buttons, Youth Supervisors should identify the unit name, and their program destination to Control.

Burnaby Youth Custody Services

Operational Security & Control Procedures

Provincial Policy Reference: [Sec E8.08 - E8.09](#) pg. 31

Police Firearms – Security

When an armed police officer attends the youth custody centre for investigation purposes, Case Management should be notified to confirm pre-scheduling of meeting.

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Burnaby Youth Custody Services

Operational Security & Control Procedures

Provincial Policy Reference:

[Sec E8](#) pg.28 - 30

Police Investigations

Police Interviews

If the police wish to interview a youth in custody who is alleged to have committed an offence:

- The police should call the custody centre in advance, and arrange a scheduled time for the interview via a member of the Case Management team.
- The youth will be forewarned of the pending interview by a member of the Case Management team.
- A member of the Case Management team will ensure the youth's parent/guardian is informed and the parent/guardian or other adult selected by the youth and/or their lawyer, are afforded a reasonable opportunity to attend (an employee of the custody centre or PO should not act as the "other adult" selected by the youth).
- If the police want to interview a youth in custody who is not a suspect in an offence (ex. an informant, witness, victim), it is not necessary to forewarn the youth, but the parent/guardian must still be notified.
- If the police wish to arrest a youth or serve a document, they shall be provided ready access to the youth.

Investigation Absences

If the police need to remove a youth from the custody centre for the purposes of identifying property, locations or persons, they may be released on a leave escorted by the police:

- The police must call in advance and arrange the escorted leave with a member of the Case Management team (in consultation with a Director).
- The youth must be informed of the arrangement and his/her parent/guardian notified and provided reasonable opportunity to attend.
- The Director must be informed of the police request and approve of the escorted leave.
- The police must assure the Director the youth will be under continuous police supervision and returned at a scheduled time.

Fingerprinting/Photography

The police have the authority to fingerprint and photograph youth who are charged or convicted of an indictable or hybrid offence. The Director of the custody centre shall permit on-site fingerprinting and photographing if:

- The youth has been charged or convicted of an indictable or hybrid offence.
- The police provide at least 24 hours notice (as arranged by a member of the Case Management Team).
- Where possible and appropriate, the youth's parents and/or counsel are informed.
- If it is not possible for the fingerprinting or photographing to occur on-site, the Director can authorize a police escorted leave for this purpose. A member of

the Case Management team will make all arrangements with the police, and ensure appropriate notifications are completed and documented.

Obtaining DNA Evidence

The police have the right to obtain samples of hair, saliva or blood from a youth, under the authority of a warrant issued by a judge.

- As a courtesy, the police should call in advance to schedule a time to execute the warrant, as facilitated by a member of the Case Management team.
- The youth has the right to a reasonable opportunity to consult with and have present their lawyer, a parent/guardian or an appropriate adult selected by the youth.
- The police are responsible for ensuring the youth is informed of the contents of the warrant, the method the DNA will be obtained, the purpose for obtaining the sample, that the sample could be used in evidence against the youth, and that they have the authority to use whatever force is necessary to obtain the sample.
- The youth does not have the right to refuse, only the right to contact and have their lawyer, etc. present when the sample is taken.
- A member of the Case Management team is responsible for arranging the time and location of the DNA warrant execution, will ensure the youth is forewarned of the nature of the meeting and is afforded an opportunity to contact their lawyer and/or parent/guardian.

Burnaby Youth Custody Services

Operational Security & Control

Provincial Policy Reference:

[Sec E8.10](#) pg. 31 - 32

Police Seizure of Personal Effects

MCFD staff must ensure a youth's privacy is maintained, including the privacy of personal effects that accompany them upon admission to the custody centre.

- There is no authority for allowing the police to view a youth's personal effects without a warrant.
- If the police wish to access the personal effects of a youth, they must obtain a warrant. If, in the course of executing that warrant, the police find other items that have been used in the commission of an offence or that will afford evidence of an offence, they may seize those items.
- If the youth consents to show the police their personal effects, or consents to give the police item(s) from their personal effects, they may do so via Case Management. Case Management staff will ensure the youth is making an informed decision, and will make parent/guardian notifications as appropriate.

Burnaby Youth Custody Services

Operational Security & Control Procedures

Provincial Policy Reference: [Sec E9](#) pg. 33 - 34

Protection of Evidence

- In all cases where evidence may be related to an investigation, the first staff member to arrive at the scene is responsible for the protection of all evidence related to the incident.
 - The staff member first on scene is responsible for minimizing the number of other personnel entering the immediate area.
 - The staff member must ensure other personnel do not unnecessarily move, touch or alter existing site conditions.
 - Where it's necessary to remove evidence from its original location, the evidence shall be collected by one staff member (where possible) and placed
- s.15
- The continuity of possession commences when a staff member discovers the evidence and continues until the time the evidence is presented to the court, board or authorized investigating agency. All staff members collecting
 - The staff member relinquishing possession of the evidence shall obtain a receipt from the person receiving the evidence.

Burnaby Youth Custody Services

Operational Security & Control

Provincial Policy Reference:

SFU Researchers' Interview Procedure

SFU researchers are on site at various times throughout the week both to gather file data (in the Case Management area) and interview youth. The researchers are to follow the protocol detailed below in accessing and interviewing youth:

- All researchers are to wear issued picture identification and a PAT (if interviewing youth) while in the centre.
- The researchers will pick up an afternoon program sheet from either the ADO office or the Program office upon arrival.
- The researchers are to avoid accessing youth already involved in programs.
- The researchers are permitted to enter the living unit of the youth they wish to interview. Control is notified and moves the researcher to the appropriate venue.
- Upon entering the living unit, the researcher will connect with the Youth Supervisor, identify themselves, and advise which youth they would like to speak with.
- The Youth Supervisor will introduce the researcher to the youth, and provide an interview area, if the youth wishes to participate (generally the unit interview room, if available). If the living unit does not have an interview room, or it is being used, the visit area can also be accessed by the researchers. Youth Supervisors will contact the Visits Officer / Prowl Officer to assist with necessary arrangements.
- If the remainder of the unit is leaving the unit to attend a program, the interview will be terminated, and the youth will join the rest of the unit.
- Upon completion of the interview, the SFU researcher will advise the Youth Supervisor, and leave the living unit.

Burnaby Youth Custody Services

Operational Security & Control

Provincial Policy Reference: [Sec E1.03](#) pg. 2

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Burnaby Youth Custody Services

Operational Security and Control Procedures

Provincial Policy Reference: [Sec E1](#) pg. 1-3

Security Checks

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Burnaby Youth Custody Services

Operational Security & Control

Provincial Policy Reference: [Sec G8](#) pg. 19 - 23

Completing the Weekend High Risk List

There are two sides to the institutional High Risk List: the Case Management side (which addresses program restrictions, non-associations and special handling) and the Health Care/Mental Health side (which addresses psychological high risk and medical restrictions).

- The Case Management side of the HRL is updated 6 days per week by Case Management staff and saved on S drive under Case Management templates.
- The Health Care/Mental Health side of the form is updated on S drive 7 days per week by Health Care and Mental Health staff. In the absence of Mental Health staff, Health Care (on site 24/7) will update the entire side of the form.
- On business days (Monday to Friday), the High Risk List is amalgamated by the person in reception at noon, photocopied and distributed.

On weekends, when Case Management and/or Mental Health staff may or may not be on site (days off, training, holidays), the following procedure will apply:

- When Case Management staff are on site on the weekend, they will be responsible for updating the CM side of the HRL, saving it on S drive, and amalgamating the updated copy with the updated Health Care/Mental Health side.
- When Case Management staff are not on site (scheduled days off, training, etc.), the ADO will be responsible for ensuring the CM side of the HRL is updated, saved on S drive and amalgamated with the updated Health Care/Mental Health side of the HRL.
- Health Care will be responsible for updating the back section of the form specific to their service. Mental Health will be responsible for updating the psychological risk list portion of the form.
- In the absence of Mental Health staff (scheduled days off, training, etc.), Health Care will be responsible for updating any psychological risk concerns (as Health Care staff are on site 24/7).
- Once both sides are updated, the ADO will be responsible for ensuring both updated sides are printed from S drive, photocopied and distributed appropriately at shift exchange.

Burnaby Youth Custody Services

Emergency Contingency Procedures

Provincial Policy Reference: [Sec D 8-13](#) pg. 28-53, [Sec E 6.14 - E 6.18](#) pg. 15-18, [Sec F1-4](#) pg. 1-16, [Sec G4/8](#) pg. 9, 19-23, [Sec H8/9/11](#) pg. 18-29

****See References for more details.**

Incident Reporting Requirements for Senior Youth Supervisor

In the absence of an On-site Director, the Senior Youth Supervisor assumes responsibility for the Centre and the overall security of the Centre with the support of the on-call Manager.

“Director On-Call” will be contacted to provide direction & approval for:

- Significant Staff/Scheduling issues
- Approval of Warrants of Suspension
- Provincial Director 48 hour review of supervision in the community/conditional supervision order (consult BYCS Probation Officer)
- High profile emergency reintegration leaves
- Youth restraints over 60 minutes
- Staff misconduct
- Inadvertent release
- Media enquiries
- Leave approval (call during reasonable hours)
- Serious complaints from youth re: staff abuse, physical or sexual assault, excessive use of force, improper use of Separate Confinement.

****An on-call Director is available for advice and consultation but should only be contacted during non-wakeful hours unless the situation requires immediate response or is a critical incident. ****

The Following Incidents must be reported to the “Director On-Call”:

- A fatality or critical/serious injury to a youth, staff member, contractor, visitor or any other person at the worksite. A serious injury or condition that may lead to death or serious or permanent impairment of health is considered a critical incident. **(Health and Safety Services H8/11)**
- Serious Physical Abuse – alleged physical abuse requiring medical treatment (these are considered critical incidents).
- A serious attempt of self harm and/or suicide by a client, staff or contractor **(Health and Safety Services H8/General Health and Safety G8)**
- Receipt of a bomb threat **(Operational Security and Control F4)**
- A disturbance, riot or hostage taking **(Operational Security and Control F2/3)**
- A disaster or event which poses a serious threat to or actually seriously damages a facility, e.g. serious fire, earthquake, explosion, spillage of hazardous materials, outbreak of a serious infectious/contagious diseases (beyond the ordinary flu, for example) **(Operational Security and Control E3/General Health and Safety G4)**
- Allegations of staff or contractor misconduct involving sexual abuse or serious physical abuse of clients or other persons **(Health and Safety Services H9)**
- Staff misconduct that could result in immediate suspension;
- Criminal investigations initiated or charges laid against staff or contractors,

including non-work related criminal matters

- Serious Breach, escape or abscondment of a youth from a residential program/custody centre. (Director will need to know immediately if youth presents risk to him/herself or the community and number of residents involved) **(Security and Control in Emergencies F1)**
- Mass arrival of illegal migrants;
- Serious violent offence committed by a client while in residence/custody, under treatment/supervision, or on leave or escape/abscondment status **(Security and Control of Residents D8-13)**
- Any situation regarding staff, residents or the centre that may require immediate attention or as per policy are to contact the Director.
- The denial or termination of a visit by a “privileged person” in a custody centre, as defined in the regulations **(Operational Security and Control E6)**
- Anticipated or actual work stoppage (i.e. labour relations, health and safety issues)
- Any other serious matter that may lead to intense public and media scrutiny due to the high profile of the incident

Burnaby Youth Custody Services

Operational Security & Control

Provincial Policy Reference:

Senior Youth Supervisor Duties & Responsibilities

- Each Senior Youth Supervisor (SYS) is responsible for a particular Pod, and the residents and staff in their designated Pod. Senior Youth Supervisors work as a team to deal with the day to day functions of the centre.
- The SYS reports directly to the ADO. In the absence of the ADO, the SYS reports to the respective manager or manager on-call. In conjunction with the ADO, the SYS supports staff and residents, and ensures adherence to current policies and practices.
- **Daily Duties:**
 - Conduct verbal shift exchange with off-going SYS.
 - Check staff roster for appropriate staffing levels and deployment. SYS can authorize call in if additional staff are required, and can send junior auxiliary home if over-booked.
 - Review notes in the ADO Log book.
 - Review previous shift reports.
 - Attend Supervisor's meeting in ADO's office Monday to Friday at 0730. Attend the 9:00 am meeting if the ADO is not available.
 - Strategize with other SYS on shift re: day's events, potential issues, managing movement, dynamic concerns, etc.
 - Check e-mails and respond accordingly.
 - Ensure Youth Supervisors receive support on unit, as necessary.
 - Log onto CORNET daily.
 - Respond to all Codes in all areas.
 - Review all Separate Confinements in your designated area and update paperwork as appropriate.
 - Regularly tour units in assigned Pod, sign unit log books and ensure log book entries are current.
 - Ensures all rooms and common areas are inspected daily for allowable items, cleanliness and damage. Ensures all damages are logged in the unit log book, and forwarded to the ADO and Administrative Coordinator for follow-up.
 - Address youth and staff concerns and/or suggestions.
 - Assist staff with unit needs (laundry, cleaning supplies, etc.).
 - Ensures presence on living units during mealtime and bedtime routines.
 - Ensure YS's check vacant rooms in the living units to make sure all rooms are appropriately stocked with clothing for the next youth occupying the room.
 - Ensure early morning courts are woken, provided an opportunity to shower, and receive breakfast prior to departure for court.
 - Complete and send shift report to all staff at the end of the shift. Print a copy of the shift report, and place on the clipboard in the ADO office.

General Duties:

- Assist in removing and securing residents who are ejected from school or program, and document in unit log.
- Monitor and assist with rotunda movement during daytime and evening

programming.

- When groups are off-unit attending programs/activities, conduct checks of any youth remaining behind locked in rooms, and log in unit log book.
- Assist all other SYS with daily needs.
- Process Warrants of Suspension after hours, when requests for warrants are telephoned in via police.

Daily Routine – Venture / Separate Confinement

- Depending on number of youth housed in this area, and dynamics/behaviour of youth, provide as much support as possible to the YS managing this area.
- Consult with YS regarding managing minimum one hour of time out of room each day – take into consideration number of youth in unit, dynamics, daily circumstances, incidents, etc. Wherever possible, youth not serving separate confinement orders should be getting as much time out of rooms as possible.
- The SYS is responsible for setting up the Behaviour Management form for all youth serving a separate confinement order. The SYS will also be responsible for selecting appropriate Learning Packages for youth serving Separate Confinement Orders. The Learning Packages selected will be logged onto the youth's behaviour plan. The SYS must also ensure the LSI is completed (ideally, with the staff member involved in the original incident).
- Youth serving separate confinement orders will be reviewed by the SYS every 4 hours, and advised whether or not they will be removed from the separate confinement order.
- If reviewed and removed early, the SYS must document the reasons for removal on the Separate Confinement package. The SYS is responsible for ensuring the completed Separate Confinement package be forwarded to the ADO as soon as possible, after completion.
- At bedtime/lights out, the SYS will complete the final room inspection of the day (if available).

Incident Reports

- The SYS will discuss the incident with the YS prior to the IR being written. The SYS is responsible for initiating the IR on ICON.
- If required, provide a break away from the unit to the YS involved in the incident.
- Once the YS has submitted the IR, the SYS is responsible for reviewing the IR on ICON, and assigning an appropriate consequence. The SYS must document the reasons why they are giving a particular consequence (outline the progressive discipline). This will then be documented in the ADO Incident Report Log book.
- The SYS must ensure all relevant documentation is completed and attached (mechanical restraint information, youth injury form, separate confinement order, etc.).
- Review Separate Confinements each shift towards a review of the sanctions.
- Submit completed copy of the IR to the ADO.

Separate Confinement

- The SYS must first discuss the incident with the involved YS, and initiate the IR on ICON if appropriate.
- The SYS must discuss the potential separate confinement with the ADO.
- The SYS must ensure the IR and Separate Confinement Order form are accurately completed.
- The SYS must develop an agreed to reintegration plan with the youth being placed on separate confinement.
- The SYS will assign appropriate Learning Packages to the youth, and document the packages selected on the Behaviour Management form attached to the Sep Con package.
- The SYS must review the youth's progress every 4 hours to discuss potential

for removal from separate confinement, and to ensure all assigned learning packages are completed appropriately.

- Sign and date all appropriate paperwork.
- Ensure YS is documenting 15 minute checks in running log and the unit log book.
- Ensure the resident receives appropriate time out of room (minimum of 1 hour per day).
- Discuss with the ADO any potential early removals from separate confinement.
- Document removal from separate confinement in ADO log, the unit log the resident's unit file and on the Separate Confinement package.
- Ensure all paper work is completed and signed off, and forwarded to the ADO for final approval.

Assault Packages

- Ensure resident and Youth Supervisor safety immediately following the incident.
- Initiate lock down following a Code.
- Provide a debrief opportunity for the involved YS.
- Ensure involved YS complete an IR on ICON detailing the incident.
- The SYS is responsible for ensuring the assault package is completed, and 2 copies are made (one for Case Management, one for the Director of Operations).
 - If the assault is on a staff member, the write-up in the assault package must use the terms "Assault on Peace Officer" (to differentiate from a common assault).
- The SYS contacts the Burnaby RCMP for a file # and pick-up of the assault package.
- Contact the victim's parent or guardian and notify of the incident. If contact is not made, ensure this is communicated to the oncoming shift for follow-up. Case Management is responsible for notification to the community PO's and SW's.

Youth Incentive Program

- On Tuesday afternoons/evenings, the SYS will prepare necessary paperwork for calculation of the Youth Incentive Program, and distribute to each unit in their respective pod. This will include the Compensation Chart (published by the Trust Clerk every Tuesday), the Master Calculation Sheet, Youth Incentive Logs, Canteen Request forms and school bursary information every second week.
- Once the calculations are completed (by YS), the SYS will collect the completed package, ensure the calculations are correct, and ensure the Master Calculation sheet is completed (youth names alphabetical, CS# included, legible).
- The SYS will sign the Master Calculation sheet and make 2 copies (1 for the Trust Clerk, 1 for the ADO).
- On Wednesday mornings, the SYS will follow-up regarding any complaints or issues arising from residents regarding the Youth Incentive Program.

Weekly Unit Deficiency Check

- Each Saturday morning, during the weekly clean-up, the Youth Supervisors will be responsible for completing the Weekly Unit Security Checklist, and submitting it to the pod SYS. The SYS for each pod will compile all completed checklists, and send a glass copy of the Weekly Supervisors checklist to the ADO and the Administrative Coordinator.

WCB Protocol

- Ensure safety and security of staff and residents in emergency situations.
- Ensure medical attention is received, as appropriate.

- Ensure IR and all reports are completed, if appropriate.
- Assist Youth Supervisors to see Health Care, and assist with completion of required Form 7.

EPDP

- Coach and mentor Youth Supervisors daily.
- Document all behaviours that exceed expectations.
- Document all behaviours that do not meet expectations.
- Have a conversation with staff about behaviours and expectations concerning the issues documented.
- Remain up to date on the Learning Management System, and the connection between EPDP and future available training. Coach YS in navigating LMS.
- Be proficient in the use of S drive to assist YS to find information.
- Be proficient in the use of H drive to file all electronic information for EPDP and future use.
- Complete annual EPDP on Youth Supervisors.

Team Meetings

- Senior Youth Supervisors must hold quarterly team meetings to discuss all issues arising from the Leadership Team meetings, new directives, policies. These team meetings are intended to provide an opportunity for information to flow and a discussion to occur.
- The team meeting template, detailing all topics to be addressed in meetings, is located in the **Appendix**. Minutes must be taken during the meeting, and forwarded to the Director's Secretary for placement on S drive.
- Follow-through on issues raised at team meetings is essential. The SYS must bring team issues forward to the Leadership Team meetings for resolutions, discussions and direction.

Emergency Procedures

- Senior Youth Supervisors will follow current policies/procedures regarding specific emergency situations.
- The SYS must take all steps to ensure staff and resident safety and security.
- The SYS must ensure all documents, reports and checklists are completed accurately, and forwarded/distributed appropriately, following an emergency.
- The SYS must also ensure any video or photographic evidence is collected and appropriately processed following an emergency situation.
- The SYS must ensure the appropriate notifications are made, and document accordingly.

Burnaby Youth Custody Services

Operational Procedures

Provincial Policy Reference:

Night Shift Senior Youth Supervisor Duties (Refer to Appendix)

Sunday

- Stores request sheets handed in from all units.
- Radios off at 23:30
- Front gates locked at s.15
- Update and verify counts with cornet, and resident names with overnight supervisor at s.15
- Shift report, Program log, medication log, court list, and shift summary sent to all staff
- Print hard copy of shift report for ADO clip board
- Ensure all garbage and re-cycling from the secure rotunda and Open custody has been removed from the building.
- Ensure staff have been reminded of the duties on the night shift document, empty room laundry, supply lists etc.
- Ensure court breakfasts are delivered to appropriate units.

Monday

- Radios off at 23:30
- Front gates locked at s.15
- Update and verify counts with cornet, and resident names with overnight supervisor at s.15
- Shift report, Program log, medication log, court list, and shift summary sent to all staff
- Print hard copy of shift report for ADO clip board
- Ensure all garbage and re-cycling from the secure rotunda and Open custody has been removed from the building.
- Ensure staff have been reminded of the duties on the night shift document, empty room laundry, supply lists etc.
- Ensure court breakfasts are delivered to appropriate unit

Tuesday

- Incentive program packages including master sheets, canteen sheets, new progress logs completed. Photocopy master sheets for Trust accounts and classification. Put originals on clipboard in ADO's office.
- Ensure staff add bursaries and paid chores.
- Stores sheet handed in from all units
- Radios off at 23:30
- Front gates locked at s.15
- Update and verify counts with cornet, and resident names with overnight supervisor at s.15
- Shift report, Program log, medication log, court list, and shift summary sent to all staff
- Print hard copy of shift report for ADO clip board
- Ensure all garbage and re-cycling from the secure rotunda and Open custody has been removed from the building.
- Ensure staff have been reminded of the duties on the night shift document, empty room laundry, supply lists etc.

- Ensure court breakfasts are delivered to appropriate units.

Wednesday

- Radios off at 23:30
- Front gates locked at s.15
- Update and verify counts with cornet, and resident names with overnight supervisor at s.15
- Shift report, Program log, medication log, court list, and shift summary sent to all staff
- Print hard copy of shift report for ADO clip board
- Ensure all garbage and re-cycling from the secure rotunda and Open custody has been removed from the building.
- Ensure staff have been reminded of the duties on the night shift document, empty room laundry, supply lists etc.
- Ensure court breakfasts are delivered to appropriate units.
- PAT inventory checklist to be completed.

Thursday

1. Radios off at 23:30
2. Front gates locked at s.15
3. Update and verify counts with cornet, and resident names with overnight supervisor at s.15
4. Shift report, Program log, medication log, court list, and shift summary sent to all staff
5. Print hard copy of shift report for ADO clip board
6. Ensure all garbage and re-cycling from the secure rotunda and Open custody has been removed from the building.
7. Ensure staff have been reminded of the duties on the night shift document, empty room laundry, supply lists etc.
8. Ensure court breakfasts are delivered to appropriate units.
9. Canteen to be picked up from Jimmy's area and delivered to Units. Staff to label all canteen items with residents name in black marker.
10. Collect unit supply sheets.

Friday

- Radios off at 01:00
- Front gates locked at s.15
- Update and verify counts with cornet, and resident names with overnight supervisor at s.15
- Shift report, Program log, medication log, court list, and shift summary sent to all staff
- Print hard copy of shift report for ADO clip board
- Ensure all garbage and re-cycling from the secure rotunda and Open custody has been removed from the building.
- Ensure staff have been reminded of the duties on the night shift document, empty room laundry, supply lists etc.
- Ensure court breakfasts are delivered to appropriate units.

Burnaby Youth Custody Services

Security & Supervision of Residents

Provincial Policy Reference: [Sec D12.09 - 12.12](#) pg. 48-49

Concurrent Separate Confinement Orders

Youth are not permitted to serve more than 72 hours separate confinement without prior approval from the Executive Director.

For example:

- A youth has a major outburst and receives an Incident Report
 - The behaviour is serious enough to earn the youth a 72 hour separate confinement. As per regular procedure with separate confinements - running logs, learning packages and LSI are all completed.
- While serving the original separate confinement, the youth acts out again, a new Incident Report is submitted, and the incident is serious enough to earn a NEW / CONCURRENT separate confinement order.
- The original separate confinement package (IR, running logs, etc.) must be completed and submitted to the ADO. The NEW separate confinement package must be generated including the running logs, learning packages, etc.
- The SYS must report to the ADO if it is expected a youth will be serving more than 72 hours separate confinement.
- The ADO (or SYS in their absence) will prepare and submit a summary of events for the Director of Operations or On Call Manager.
- The Director of Operations or On Call Manager will forward the information to the Executive Director for approval.

Burnaby Youth Custody Services

Emergency Contingency Procedures

Provincial Policy Reference: [Sec D 2.10 - 2.13](#) pg. 5-7

Continuous Monitoring

At any time a person in charge determines the need for elevated and continuous monitoring, 15 minute and ½ hour checks may be exceeded. The person in charge shall communicate the continuous monitoring requirements to the youth supervisor in the unit and control area who shall make a written record in the living unit log and control log. **(Refer to Section C6 of this manual for further information)**

Discontinuation of Continuous Monitoring

The SYS will reassess the need for continuous monitoring every 15 minutes and will document the reassessment in the living unit log. Consultation with mental health and/or health services will occur as required. Factors to be assessed to determine the need to continue/discontinue monitoring include:

- Observed affect of the youth
- Observed behaviour
- Stabilization
- Return to baseline behaviour

When the SYS has determined the youth is no longer in crisis, he/she will notify the living unit and control staff of the visual inspection frequency to be conducted.

Burnaby Youth Custody Services

Operational Security & Control Procedures

Provincial Policy Reference: [Sec E4](#) pg. 8-9

Security of Tools

- Tools are defined as any portable, manufactured instrument which could be used in an escape, cause property damage or be used to threaten or harm other residents or staff.
- All tools in every area (living units, woodwork shop, arts & crafts, kitchens, etc.) shall be registered and marked for inventory purposes. Accessory checklists should detail every tool in a given area, and all should be stored in a secure location.
- s.15
- Any youth using tools for the purpose of a program shall be provided an orientation with regards to appropriate use of the tool, safety measures and safety equipment to be worn when using the tool.
- s.15
- Tools brought on site by contractors are the responsibility of the contractor.

s.15

E - SECURITY AND CONTROL IN EMERGENCY SITUATIONS

Sunday, April 1, 2012

Burnaby Youth Custody Services

Emergency Situations

Provincial Policy Reference: [Sec F](#)

TABLE OF CONTENTS

Preamble

Planning Assumptions

- a. Earthquake Scenario
- b. Emergency Preparedness

General Operational Concept

- a. Local response
- b. Provincial Government Response
- c. Federal Government Response

1. Command Structure/Command Post

Supervisor or (ADO) / Director Responsibilities

- a. Command
- b. Authority
- c. Substitutions
- d. Command Post
- e. Crisis Management Team Structure
- f. Crisis management Team Responsibilities

2. Emergency Contacts

3. Monitor Local Radio / Media

4. Assessment Report

5. Vacating Control Room

- a. Decision To Vacate Control
- b. Portable Generators & Communication Support
- c. Relocation To Secondary Command Post
- d. Keys
- e. Radios
- f. Electronic Systems – Off

6. Site Damage Assessment – Habitability

- a. General
- b. Services
- c. On-Call Engineer

7. Gas, Electrical, Water & Fire System Shut-Offs

- a. General
- b. Gas
- c. Electricity
- d. Water (Domestic Hot & Cold)
- e. Generator
- f. Sprinklers
- g. To “Discharge The System”
- h. To “Hold Water In The System”

8. Fire Evacuation – Refer To Local Fire Safety Plan

Earthquake Evacuation

- a. General
- b. Evacuation Decision

- c. Jammed Doors
 - d. Staff Deployment & Count
 - e. Evacuation Routes – Staff / Residents
 - f. Partial Evacuation
 - g. Full Evacuation
 - h. Primary “Full” Evacuation Site
- 9. Re-Integration Leave
- 10. Emergency Power
 - a. General
 - b. Power Faults
 - c. Emergency Power Availability
 - d. Emergency Power Un-Available
 - e. Perimeter Lighting
- 11. Uninhabitable Building
 - a. General
 - b. Site Security
- 12. Habitable Building
 - a. Unit Lock-Ups
 - b. Regular Programming
- 13. Re-Enter Building
- 14. First Aid Supplies & Care
 - a. Temporary Triage / Infirmary Location
 - b. Hospitalization
 - c. Medications
 - d. First Aid Kit Locations
- 15. Search & Rescue Deployment
 - a. Count
 - b. Record Keeping
 - c. Communications
 - d. Telephone Network
 - e. No Power Priorities
 - f. Satellite Phones
 - g. RCMP
- 16. Water Sources
 - a. General
 - b. Authority
 - c. Location Of Fresh Water Supplies
 - d. Contaminated Sources
- 17. Food
 - a. General
 - b. Regular Menu
- 18. Municipal / Provincial Emergency Program
- 19. Control Of Visitors To Site
 - a. General
 - b. Discretion
- 20. Assistance To The Neighbourhood
 - a. General
 - b. Residents Are Priority
 - c. Neighbours
- 21. Waste Handling, Laundry & Linens
 - a. General
 - b. Food Waste
 - c. Dirty Linens, Clothes
 - d. Human Relief – Ablution
 - e. Biomedical Waste

- 22. Temporary Morgue
 - a. General
 - b. Secure Location
 - c. Human Remains Log
- 23. Resident Family Communications
 - a. General
 - b. Visiting Family
- 24. Staff Expectations
 - a. General
 - b. Night Shift
 - c. Staff & Family Residency
 - d. Duty Roster
 - e. External Communications – Staff Families
 - f. Staff Home Preparations
 - g. Notification To Employer
 - h. Report For Duty
 - i. Bring Information
 - j. De-Briefing
- 25. Critical Incidents
 - a. General
 - b. Take Action
- 26. Home Preparation Recommendation
 - a. General
 - b. Family Preparedness
 - c. Training & Drills
- 27. Earthquake Response Guidelines
- 28. Family Earthquake Drill

Preamble

While the possibility of having to vacate the buildings and lose access to all services (electrical, cooking, shelter) has been considered and provided for in the following **EARTHQUAKE STANDING ORDERS** for the Centre, the underlying premise derived from a professional mechanical assessment, is that even in a major earthquake which cuts off contact with the community, the Centre will have:

- Emergency power
- Drinkable water supplies
- Capacity to cook within one day
- Telephones and/or radio communication facilities
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The Centre will be able to continue operations perhaps limited by structural considerations, but most assuredly with staffing issues either on the short or long term (i.e. end of shift to 72 hours and beyond). A cornerstone of this plan has to be a well-informed staff family preparedness program, in order for duty staff to avoid being distracted by concern for family. How well this Centre “survives” in a worst case scenario will be, as these things always are, up to the dedication, skills, experience and professionalism of all staff on duty at the time.

Planning Assumptions

a. Earthquake Scenario

The assumptions below are made to define the provisions of this plan to a scenario which requires an extraordinary response effort:

- The earthquake will occur without warning and pre-event response activity will not be possible.
- Aftershocks will occur and cause additional damage, interfere with response efforts, and cause severe unease among the populace.
- The earthquake will cause severe damage and a very large number of casualties over a wide area. A more detailed statement of the expected effects requires vulnerability analysis to be conducted at the local level. In the absence of vulnerability analyses for British Columbia, some of the data forecast for an 8.3 Richter quake in Southern California have been extrapolated below.
- Commercial electrical, telephone, and many transportation services will be inoperable for at least 24 hours.
- Ground failure (settlement/liquefaction) can be expected in areas of high ground water.
- Landslides will be triggered in areas with a tendency to produce slides under other circumstances.
- Seismic sea waves (tsunamis) may be generated. A tsunami generated by a major earthquake off the coast of British Columbia would provide little or no warning to the coastal areas of the province and would result in major damage to vulnerable locations.
- The principal cause of deaths and injury will be the collapse of buildings and other manmade structures, particularly older, multistory, and unreinforced masonry buildings. Pre-1940 schools and hospitals are expected to suffer at least 50% un-inhabitability due to partial or complete collapse. While some modern buildings have been constructed to building codes with a degree of seismic protection incorporated, they do not meet the degree of seismic resistance for an earthquake of this magnitude, and some failure is to be expected. Most

residential housing is not built to any seismic resistance standard at all (one and two story houses are exempt from building code provisions) and will sustain damage, but usually of a moderate nature if of fairly recent construction.

- Fire of major proportion, as seen in some previous earthquakes, is not likely to materialize due to the incorporation of fire-resistant materials in modern buildings and improved fire-fighting techniques. Smaller fires may be numerous, however, and a combination of dry weather conditions, failure of water pressure, and the inability of firefighters to respond due to casualties or transportation system breakdown could lead to a conflagration.
- Casualty estimates vary with the time of day of the event, from a low while most people are at home in bed, to about three times higher while people are at work or in school and four times higher while people are between home and work or school where they are out in the open, unprotected, and unable to orient themselves. Injuries requiring medical treatment exceed fatalities by a ratio of at least 30:1. Injuries requiring hospitalization exceed fatalities by at least 4:1.

b. Emergency Preparedness

- The preparedness of agencies to deal with “routine” emergencies within their realm, and possibly disasters, is the key to the evolution of an effective plan covering a coordinating level of government. While this plan does not constitute an audit of all local government plans or capabilities, it is assumed that:
- Emergency Operations Centres can be activated on very short notice and be effective in their response management role under the stated earthquake conditions.
- “First Responders” will be on duty (normal shift) and will have a plan to automatically augment duty personnel in the event of an earthquake.
- Provincial Ministries are able to carry out their mandated emergency response functions and have plans which can be adapted to the requirements of this plan.
- The Provincial Emergency Program can activate, on short notice, a Provincial Government Emergency Co-ordination Centre with the capability to communicate with the other response management components required for effective earthquake response. That centre would be in Victoria unless the earthquake conditions required government to operate from an alternative location.

General Operational Concept

The suddenness of a major earthquake will lead to a sequence of response actions which must be structured to overcome the difficulties of damage assessment, determination of resource capabilities to deal with the needed response, and the time needed to escalate the level of command and control as the seriousness becomes apparent.

a. Local Response

- At the local level, response actions must be virtually automatic and based on municipal and regional capabilities to deal with emergencies, pre-arranged mutual aid with other municipalities, and pre-arranged direct assistance provided by provincial and federal agencies. Under such circumstances, the responsibility for all response actions rests with the local government and certain provincial and federal resources are provided directly.
- A local level emergency operations centre (EOC) should be quickly

established, and initial liaison from resource agencies made to that EOC. A provincial emergency co-ordination capability operates under these circumstances under “normal” arrangements, at the headquarters of the Provincial Emergency Program in Victoria. (The responsibility to provide the initial contact and liaison between the local EOC and the provincial government is a function of the Provincial Emergency Program zone manager, in the event that telephone communication directly to Provincial Emergency Program Headquarters, Victoria is impossible.)

- **Extraordinary measures will become necessary if the damage is assessed as being beyond the capability of local government response. This assessment will certainly result in a request for provincial response assistance in the first instance, and may result in a request to the Lieutenant Governor in Council to declare a state of emergency. (The existence of a state of emergency does not necessarily imply any change to the local command and control arrangements which are already in force.)**
- The conditions associated with a major earthquake, particularly the disruption of telecommunications, necessitate a plan to effect a coordinating government presence in or near the disaster area, which may not be immediately defined and which may include several local governments competing for available resources and assistance. This will require a provincial level communications and co-ordination structure with a skeletal immediate response capability, in the area at all times, and which can be quickly expanded to suit the requirements of the emergency. The requirement for a local-area provincial presence should be met by the Provincial Emergency Program zone management system.

b. Provincial Government Response

- This plan is primarily concerned with the provincial level response required in situations beyond those described above as Local Response. Many provincial agencies have plans to respond to local governments in case of an emergency without the invocation of a state of emergency or other extraordinary measures, except possibly for emergency long-range radio communications and a level of provincial government co-ordination in Victoria (both of which are usually provided by the Provincial Emergency Program Headquarters).
This is categorized as a Level I response.
- The special considerations required by a severe earthquake probably will, however, require provincial actions that may only be possible under the legislated provisions which accompany a state of emergency declared by the Lieutenant Governor in Council. Whereas a state of emergency is usually envisaged as having been declared on request of a local government, the possibility also exists that it may be declared by the Lieutenant Governor in Council without a request having been made when the catastrophe damage is self-apparent and/or extraordinary powers to provide an effective response are needed.
This Level II response is characterized by the mobilization of all necessary effort and the implementation of provincial command and control facilities in the disaster area.
- When it becomes apparent to the Lieutenant Governor in Council that the disaster conditions exceed the capabilities of the province to respond effectively, the Government of Canada may be requested, through the Regional Director of Emergency Preparedness Canada or

directly to the Ottawa headquarters of Emergency Preparedness Canada, to implement the National Earthquake Support Plan and/or declare a public welfare emergency under the federal Emergencies Act. The continuance of provincial command and control under such circumstances is assured provided that the capability remains. The organization required at the provincial level is the same as is required for a **Level II response**, but it must additionally provide an interface with the Disaster Field Centre structure described in the National Earthquake Support Plan.

c. **Federal Government Response**

- Some federal departments and crown corporations have provisions for direct assistance to any level of government, on request, without the necessity for co-ordination or passage of the request to the Government of Canada. For example, to save human life, the Canadian Forces Commander Pacific Region may use any resources under his command to provide assistance to any civilian agency. He may likewise obtain national level Canadian Forces assistance through a request to Ottawa, or on his own authority, if he is unable to communicate with Ottawa. The federal level support of this type should be considered in provincial ministry and local plans, as a part of local government response and provincial Level I response, and it is so identified in the functional annexes in Part 3 of this plan.
- As Level II response becomes effective the province will assume co-ordination of available federal level resources as needed. In time, the implementation of the National Earthquake

1. Command Structure / Command Post

Supervisor or (ADO) / Director Responsibilities

Command

- The most senior Shift Supervisor or Assistant Director of Operations (ADO) is responsible to take all immediate action to secure the Centre, provide instruction to protect persons in the likelihood of an aftershock, attend to the injured, rescue trapped persons, ensure safety by having all gas, electricity, and water shut off, etc.

Authority

- Based on the Plan scenario, there may not be specific assistance to site for up to 72 hours.
- Unless Management is on site, the most senior Shift Supervisor shall take all action necessary to ensure feeding, housing, health and first aid, hygiene and release of residents is accomplished during the entire period until assistance is obtained or the Shift Supervisor/ADO (ADO is a manager) is relieved.
- The Shift Supervisor shall have authority to carry out the necessary decisions in the absence of management presence or direction.

Substitutions

- In the event the most senior Shift Supervisor is out of action; the substitution chain-of-command shall be the next most senior or ranked institutional member.

Command Post

- The Shift Supervisor shall establish a Command Post and Crisis Management Team.

CRISIS MANAGEMENT TEAM STRUCTURE

Crisis Manager

|

Deputy Crisis Manager

|

|-----Information Officer

|

Medical / ----- Communications -----WSI ----Food -----Security
Health Officer Control Officer Services Officers

|

Asst. Medic / Nurse

Crisis Management Team Responsibilities

Crisis Manager

- Is First in command
- Is the SYS/ADO or most senior staff available to manage crisis. Crisis Manager remains in charge until a manager arrives on site to take command.

Deputy Crisis Manager

- Assists Crisis Manager in managing crisis. Is Second in command.
- The next most experienced officer to the Shift Supervisor, on site at the time.
- Functions as a “rover”, assessing needs, briefing staff, residents, and the Shift Supervisor on developments / issues / progress etc.
- In the first instance, this officer will direct search and rescue. Coordinates on-site “Critical Shock De-briefing”.

Medical Staff

- The senior most qualified person (doctor, or nurse or IFA or OFA trained officer) to have full authority to direct the delivery of emergency health care on site.
- If a doctor or nurse is on site, they will be the Health Officer.
- The Health Officer will be assigned best qualified persons to assist.

Communications Officer

- To remain the heart of communications.
- A Control Officer is suited and situated to perform this function, and will have some knowledge to trouble-shoot systems.

WSI

- Responsible to assess the physical plant, and as directed or as necessary, to shut down or start up, service functions, as outlined in SITE SAFETY sections of this manual. T
- The person selected should be the most knowledgeable of physical plant on site.

Food Services

- This would normally be the cook, if there is no cook on site, the most senior qualified or knowledgeable person should be assigned.

Information Officer

- An officer selected by the Shift Supervisor for ability to apprise those visitors

to site as to the status of the operation.

2. Emergency Contacts

Emergency Contact numbers for all staff are kept in a binder in Director of Staffing Office at BYCS

Managers	Work Phone	Home Phone	Cell Phone
Alan Markwart	250-387-0985		
Barry Lynden	250-365-1970		
Rick Faoro	778-452-2065		
Nin Mand	778-452-2066		
Youth Custody			
Anita McDonnell	778-452-2054		
Doug Carmichael	778-452-2101		
Andrew Cronkhite	778-452-2056		
Pam Drew	778-452-2057		
Sheryl Hudspeth	778-452-2077		
Matt Annan	778-452-2077		
Marcia Marchenski	250-708-2206		
Mike MacPhee	250-708-2225		
Jeff Haas	250-708-2225	s.22	s.17
Blade Tickner	250-708-2219		
Kim Fogtmann	250-649-3854		
Jim Arnold	250-562-5393		
Shawn Young	250-562-5393		
Youth Justice Policy			
Phil Hawley	250-387-1335		
Charisse Giarraputo	250-356-3018		
Anne Kimmitt	250-717-2023		
Nerina Holderness	250-953-3836		
Chris Zatylny	250-356-1588		
Youth Forensic			
Andre Picard	250-387-2830		
Gerry Nelson	604-660-2152		

Teresen Gas: 888-224-2710 / EMERGENCY: 1-800-663-9911

BC Hydro: 1-888-769-3766 / 1-888-POWERON

TELUS: Business Service: 250-387-7000

SAFE LINK: 604-454-1085 code s.15

	Emergency		Non-Emergency
	0800 - 1645	After Hours	
Police (RCMP)	911	911	604.294.7922
Fire Department	911	911	604.294.7190
Ambulance	911	911	-
Burnaby Emergency Program Office	604.294.7097	-	getprepared@burnaby.ca
Emergency Social Services (ESS) - recorded information	604.570.ESSB (3772)	604.570.ESSB (3772)	604.570.ESSB (3772) ess@burnaby.ca
Environmental Emergencies	604.294.7200	604.294.7200	604.294.7460
Ministry of Transportation (Hwy 1)	604.660.8300	-	604.660.8300
Parks, Recreation & Cultural Services	604.294.7450	604.294.7200	604.294.7450
Roads	604.294.7200	604.294.7200	604.294.7460
Sewer	604.294.7200	604.294.7200	604.294.7460
Speeders	604.294.7922	-	604.294.7922
Water	604.294.7200	604.294.7200	604.294.7460

PROVINCIAL EMERGENCY PROGRAM: #1-800-663-3456

SHERIFFS: Vancouver Sheriffs - 604-660-8870

BYCS CIRT TEAM:

Tuck, Archie (primary contact) - s.22
 Birchmore, Dave -
 Dalzell, Shonna -
 Ewasew, Katy -
 Pretzer, Daryl -
 Van Eyk, Chris
 Willems, Paulina -

Fraser Regional Correctional Centre

13777 256th Street
 Maple Ridge, British Columbia V2X 0L7
Phone: (604) 462-9313
 Visits: (604) 462-8865

North Fraser Pre-trial Centre

1451 Kingsway Avenue
 Port Coquitlam, British Columbia V3C 1S2

Phone: (604) 468-3500

Visits: (604) 468-3566

Alouette Correctional Centre for Women

24800 Alouette Road

Maple Ridge, British Columbia

Phone: (604) 476-2660

Burnaby General Hospital: 604-434-4211 Ext. 3389

PASTOR: Helen Winter: 778-452-2115 or Sam Lee: 778-452-2099

Senior Youth Supervisors:

Name	Number	Name	Number
Scott Amesbury		Jacquie Harris	
Randall Stuart		Stephanie Lord	
Mark Striefel		Vernon Groetchen	
Vee Stromgren		Carolanne Miller	
Paul Tiffin	s.22	Andre Stafford	s.22
Darryl Wallace		Bill Shokar	
		Mark Burchak	
Jill Gardner		Dean White	

WSI CALL CENTRE # 1-877-222-3112

WSI Local Contact: John Tyler: 604- 315-3853

Director of Health Services: Dr. Diane Rethon (consults with Directors on Pandemic Issues) #250-995-0009

Contacts for Finance & Purchasing

Carla Devita, Business Manager - 778 452-2058

Jim D'Alfonso, Stores Clerk - 778 452-2085

Colleen Turnley, Nursing Supervisor: 778-452-2116

Catherine Hubbard, Food Services Supervisor: 778-452-2089

3. Monitor Local Radio / Media:

As soon as feasible, the Shift Supervisor/ADO shall monitor local radio stations still on the air in an attempt to assess the degree of damage in the geographical area, in order to assess the likelihood of outside assistance, service repairs, etc.

4. Assessment Report:

(Includes: STRUCTURAL / SITE DAMAGE, Service & Necessities Disruptions, Staff & Resident Injury status):

In a concise form, provide to the Director and/or Police the following:

1. Extent of physical damage, services available, and security assessment.
2. Extent of injury to staff and residents.
3. Assessment of ability to manage without external assistance.
4. Ability to provide assistance on request to the community as directed by the Disaster Co-ordination Centre.
5. Seek permission to advise concerned family of staff or residents of health and injury status in response to inquiries.

6. Seek permission to place general request through any broadcast facility for staff to report for duty according to the usual schedule or as available.

5. Vacating Control Room

- a. Decision to Vacate Control
 - In the case of a very severe earthquake and in anticipation of serious aftershocks, the decision may be taken to vacate the main building, and that includes Central Control.
 - Staff shall not vacate Control except by direct order of the Shift Supervisor unless unavoidable to escape life threatening injury.
 - It is likely that in the event of the necessity to vacate the Control Room, most security and communications systems will be non-functioning.
- b. When evacuating control (where practical) the officer should take the following items:

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- c. The Information Officer should also arrange for the following items to be brought to control:

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- d. Portable Generators & Communications Support
 - The Shift Supervisor/ADO will have to assess where the Control Centre is best re-established, on the basis of a site assessment. Radio support can be maintained through the use of the portable generator, and charging units.
- e. Relocation to Secondary Command / Control Post
 - Should the main building be uninhabitable, and some of the communications equipment still functioning, Whistler Unit may be an optional secondary command / control post.
 - It is important that the visitor/contractor sign in and out documentation, staff roster, program schedules, etc are kept and consulted to ensure every person in the building is accounted for and secure.
- f. Keys
 - In vacating Central Control, staff must ensure that the keys are

removed to the new Control Centre, command post, along with the Control Log Book, Radios, placement Sheets, and Battery Chargers.

g. Radios

- When vacating Control, take as many portable radios as can be carried, including chargers if possible.

h. Electronic Systems - Off

- When vacating Central Control, operators should ensure all electronic systems are off.

6. Site Damage Assessment – Habitability

a. General

- In case of an Earthquake, contact on call WSI to assess the structure for habitability.

b. Services

- The professional judgment notes that while the physical structure will survive, except in a holocaust, the services such as electricity, water, gas may not.

c. On-Call Engineer

- Unless in the event of a catastrophic event DO NOT EVACUATE the buildings before calling in WSI. If telephone lines are down, he will automatically attempt to attend within 2 hours.

7. Gas, Electrical, Water & Fire System Shut- Offs

a. General

- In the case of a major earthquake and the likely aftershock, the Shift Supervisor shall consider a full main shut-off for all electricity, gas and water (domestic only), until a site damage assessment is completed.

b. Gas

-

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c. Electricity

-

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d. Water

-

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e. Generator

- The generator will cut in when the power goes down. Generator

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f. Sprinklers

- The sprinkler system stores thousands of gallons of water in the overhead pipes.

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- **Fire Evacuation - Refer To Local Fire Safety Plan**

8. Earthquake Evacuation

a. General

- During the earthquake, staff and residents are instructed to “duck, cover, and hold” under tables, desks, or other objects that will offer protection against flying glass or debris.
- Persons should keep 15 feet away from windows to avoid flying glass. Step under a doorway or into a hallway. Do not stand under light fixtures.

b. Evacuation Decision

- After a major shock, additional shocks or tremors may occur. Do not evacuate unless it is required due to damage and collapses. If telephone lines are intact contact the Director and WSI.
- In the event of an evacuation decision, the Shift Supervisor shall ensure that the route is clear and the evacuation holding area is clear from falling debris and electrical wires.
- If the secure field is the evacuation destination, a thorough security check shall be completed prior to movement if time and safety allow.
- Anyone with mobility challenges or other special needs should be assisted first after situation is assessed by person in charge.

c. Jammed Doors

- Jammed doors are likely a result of a major earthquake. For that reason, all fire doors must:
 - Be checked immediately
 - Freed and re-secured (having regard for necessary security considerations)

d. Staff Deployment & Count

- If we have an evacuation of staff and residents to specific areas of the centre, in all cases the Unit Officer will stay with their charges.
- They will also take charge of any resident brought to this area by persons working under contract for the centre.
- In all cases a count will be maintained and forwarded to Control stating:
 - Number of resident under the staff's supervision
 - Which location in the building the residents came from
 - Staff will gather names of any residents and staff in their area should Control request this information

e. Evacuation Routes Staff/Residents

- Choice of route may be dictated by damage sustained. Usual fire routes are posted for general information.

f. Partial Evacuation

- In the event of a fire which requires partial evacuation, the Units will exit from the building in accordance with the LOCAL FIRE SAFETY PLAN wherever possible.

g. Full Evacuation

- Should a complete evacuation of the centre take place, every attempt should be made to move the residents to the secure field or program field.
- In some instances it will require the residents to move out of a secure area for an escorted move to the field. **Safety must come first in this instance.**
- At this stage, Sheriffs or RCMP may need to be notified to re-locate high security individuals.
- Secure & Remand residents should be placed at FRCS or NFRCS, Sheriffs/Court Cells / RCMP cells where ever practical and held separate and apart from adult offenders.
- Sheriff and RCMP cells may also be considered, BYCS staff will be expected to provide supervision of residents.
- Transfers to Prince George or Victoria Youth Custody Centres may also be an option.
- Another option for full evacuation would be to the gym at North Fraser Pretrial until more suitable arrangements can be made as

preservation of life is the first consideration.

- Every effort will be made to ensure safety and security of residents, staff and the community is maintained.
- Once at NFPC open and secure residents, male and female should be held separately.
- Consult with a Director regarding Re-integration Leave options.

Note: Handicapped residents may require special assistance during evacuation.

h. Primary Full Evacuation site:

North Fraser Pre-Trial Centre

Location:

1451 Kingsway Avenue
Port Coquitlam, British Columbia V3C 1S2
Phone: (604) 468-3500 Visits: (604) 468-3566

Contact the director John Pasterok (604) 468-3500

Note: Kitchen has 3 days supply of food and contractors can relocate to kitchen facilities at NFPC. Also, further food and water (3 days supply) is housed in the two secure emergency cabinets located in the Sally Port off Admissions and Discharge area and the service loading bay at BYCS.

9. Re-Integration Leave

a. General

- Only to be considered in **extreme crisis** – last resort – imminent peril where relocation or transportation to other centre, or suitable evacuation site is not available. Decision rests with a Director.
- Consult Policy. Considerations: Open Custody preferred over Secure Custody, Sentenced preferred before Remand and Federal youth & serious offences (risk to community) should be considered last as a best practice.
- Consideration must also be given to youth needs as priority i.e.: are they safer to remain with group i.e. no other living arrangements, access food, water, shelter, medical care etc.

10. Emergency Power

a. General

- This site is provided with power back-up systems in the case of power failure to this complex. In the case of a major earthquake, power to the complex may be off for a considerable period of time.
- If the power fails, a generator s.15
- If damage to the building is extensive, whether there is regular power, or emergency power, there may be areas not serviced.
- The Shift Supervisor should assess damage relative to fire and safety hazard.

b. Power Faults

- Although power may be available, internal disruptions may occur due to broken lines. Caution must be observed and any use preceded by testing.

c. Emergency Power Availability

- The emergency generator will supply approximately one half of the Centre's needs. This includes:

- Emergency lighting
 - Door operation
 - BSCS systems
 - Telephones
 - Cameras
- d. Emergency Power Unavailable
- Building heat and hot domestic water, most electrical outlets are not on emergency power. Telephones are on emergency power.
 -

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- e. Perimeter Lighting
- Private cars and Centre vehicles with engines running could be used to provide perimeter lighting.

11. Uninhabitable Building

- a. General
- In the case of an extreme earthquake the buildings must be fully evacuated.
 - The Shift Supervisor will be responding to the most extreme situation.
 - Latrines may have to be prepared in the Yard away from covered areas.
- b. Site Security
- Protection of life is the first priority in the event of a major earthquake.
 - Ensuring the security of the Centre is the second priority.

12. Habitable Building

- a. General
- In the situation where living spaces are habitable, and may have services, the Supervisor/ADO shall cancel all programs and minimize resident movement until a full damage and service assessment can be conducted.
 - Recreation should be limited to gymnasium on the premise that in the event of a mass escape attempt from the yard, we would receive no external assistance.
- b. Unit Lock Ups
- In order to generate staffing to manage small unit movements, the Shift Supervisor may consider rotational unit lock-down to free up staff for operational and program consideration.
- c. Regular Program
- Efforts should be made to resume inside programming and recreation as soon as safely and operationally practical.

13. Re-Enter Building

- At no time will staff re-enter building which has collapsed or which structural integrity may have been compromised by fire or earthquake until such time a cleared to do so by the Fire Department and WSI.
- Re-Entry after such an event may require the use of respirators to prevent inhalation of toxins or noxious debris.
- Staff are not to re-enter an evacuated building without direction of the Shift Supervisor.

14. First Aid Supplies And Care

- Immediate priorities for the Shift Supervisor/ADO after an earthquake are rescue, application of first aid where necessary, evacuation if

appropriate, and if required, extrication and removal of bodies to a temporary morgue. Sorting medical priorities are as follows:

1. Do not attend or move those dead.
 2. Do not apply probably scarce medical resources or materials to the seriously or fatally injured in the first instance. Apply first aid to those persons who are injured but most likely to survive.
 3. Regular first aid supplies are located in medical area.
- a. Temporary Triage / Infirmary Location
 - The Shift Supervisor/ADO may consider using the visits room, the gym, an empty living unit or a multi- purpose room / classroom etc. for residents and staff if habitable. The Supervisor/ADO should consult with the Health Officer, and shall consider such requirements as:
 - Space needs,
 - Number and degree of seriousness of the injuries,
 - Proximity of medical supplies and communications equipment, and ease of access.
 - The Supervisor/ADO shall also consider whether less seriously injured staff or residents should be situated in a different location from seriously injured parties. Included in this category may be staff or residents in shock, psychotic, or otherwise not able to function in population due to disaster trauma.
 - b. Hospitalization
 - The Healthcare Nurse and Shift Supervisor/ADO shall determine necessity to transport to a local hospital (and which one would be most appropriate).
 - Transport shall occur having regard to need, security, hospital bed space and staff availability.
 - c. Medications
 - Improper use of medications in this case of injuries, in the hands of unqualified persons can induce shock or death.
 - The only pain medication which may be utilized at the direction of the Shift Supervisor in the absence of the nurse or physician is Tylenol.
 - It is imperative that access to the pharmacy only be at the direction of the Shift Supervisor/ADO in consultation with the designated Health Officer.
 - Regular medications provided to residents are not critical in most cases.
 - Nurses will authorize required medications as they deem necessary. Resident names along with any medication types, doses / times etc. will be recorded.
 - d. First Aid Kit And Emergency Supply Locations
 - First Aid Kits and oxygen can be located in the following areas:
 - Small First Aid Kits are located in each unit
 - There are 3 Primary responder bags with Oxygen located one in each of the following areas:

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- Emergency Supply Cabinets

15. Search And Rescue Deployment

a. Count

- A fundamental requirement after an earthquake is to assess the status of persons in the complex.
- The Shift Supervisor/ADO shall immediately call for a formal count and injury assessment of residents, staff, contractors, volunteers, and any other visitors within the centre.
- Captains of each area will report to muster areas with the lists of people who are currently in the buildings.
- The public sign in log is located at the receptionist's desk.
- The volunteer coordinator and Contractor supervisors have schedule of all staff and volunteers currently on site at any time.
- Staff and contractors are also wearing Personal Alarm Transmitters for ease of tracking and safety.
- The Shift Supervisor/ADO will then call for an injury assessment of all people.
- The Shift Supervisor/ADO will appoint the Deputy Crisis Manager to take charge of all search and rescue operations.
- The Deputy Crisis manager will work in concert with WSI.
- This will only be initiated once residents are safe and secure, necessary gas, water electrical power etc. has been shut off, and the building safety has been assessed as safe to do so.
- They will also be advised not to initiate rescues which will incur further injury to themselves or others.
- In carrying out the search and rescue, the Shift Supervisor shall designate a hospital area, duty first aid trained staff and a temporary morgue.
- Note: Death shall not be presumed unless by the most qualified staff, or where damage/dismemberment is so severe as to preclude life. DO NOT REMOVE THE DEAD UNLESS REQUIRED.

b. Record Keeping

- Healthcare staff shall attempt to keep necessary records.

c. Communications

- The radio station base is on the emergency generator.
- Battery charging facility is on the emergency generator.
- If the generator is functioning, and there is no line damage, radio system will continue to function.

d. Telephone Network

- Telephones internal to the building will not work without power, either from outside or on internal generator.
- If external power goes down, or if the power lines are physically damaged, the telephone system will not work, even if community phones are working, except for power fail locals.

e. No Power Priorities

- If there is no power available in the building, all usual methods of communications: radios (after batteries exhausted), intercom, and telephones will not work. The Shift Supervisor will have to consider identifying staff member(s) designated for doing on-going rounds and carrying messages.

f. Satellite Phones

- Portable radio communications may be effected. Use cell and satellite telephones if this occurs.
- These phones, chargers and instruction cards are located in the

Control office.

g. RCMP

- Portable telephone should have contact with police. RCMP will have communications with the Regional Provincial Emergency Program Plan.

16. Water Sources

a. General

- In a major earthquake, it is likely that all water services to the complex will be interrupted.

This interruption will affect:

- i. Fire protection systems,
 - ii. Domestic hot and cold running water,
 - iii. Irrigation.
- b. Water is required for: food preparation, drinking, cleansing injured, building hygiene, and laundry.
- c. Authority
- The Shift Supervisor /ADO shall allocate priorities for the use of water, and no water shall be used without the express permission or direction of the Shift Supervisor.
 - The Shift Supervisor/ADO shall consider a 24-hour post in protection of this important resource, which must remain for the sole use of the Correctional Centre.
- d. Location Of Fresh Water Supplies
- Pipeline from City of Burnaby
 - Bottled water in the Emergency supply cabinets
 - Bottled water in the kitchen area
- e. Contaminated Sources
- Unless structural damage causes seepage from broken lines, there are additional supplies of water.
 - Water from the following sources may be useable for low-grade priorities, but shall not be used for drinking, food preparation, or first aid. These sources are toilet bowls, sprinkler systems and heating systems, field irrigation system.

17. Food

a. General

- It is not possible to anticipate whether after a major earthquake and subsequent aftershocks, the gas will continue to supply the stove and ovens, or the building will be habitable for cooking purposes.
- DO NOT TAKE RISKS. IF IN DOUBT ABOUT DAMAGE TO GAS LINES WITHIN THE BUILDING, SHUT OFF AT SOURCE
- Trust Clerk and Business Manager have purchasing cards which they can use to purchase supplies / meals in the community.

b. Regular Menu

- It is anticipated that a (modified) regular menu could be provided if cooking facilities are available.
- If cooking facilities are not available, cold meals, sandwiches etc. at minimum shall be prepared locally or purchased in the community where this is not practical.
- All food is to be served on disposable flatware with plastic cutlery.

18. Municipal / Provincial Emergency Program

a. General

- The Provincial Emergency Program, Ministry of Solicitor General,

- is a primary focus of the Provincial Government to co-ordinate disaster planning with Municipalities, the Federal Government, the Military and Provincial Crown Corporations.
- b. Provincial Emergency Program
 - Ministry of Solicitor General, contact: **1-800-663-3456**
 - c. Local Coordinator
 - In the geographical area in which this Centre resides, contact is with the Burnaby Emergency Program Office, (604) 294-7097

Some other local emergency numbers are as follows:
Please see p. 58.10 of this section.

- d. Priorities
 - It is unlikely this Centre will be a priority for attention in a major disaster, and there will be the correct assumption that we have planned for an event, and have trained staff on site, with the necessary resources.
 - The police will be notified in case assistance is required.
 - Direct contact with Fire and Ambulance Services, if possible, should still be made if needed.

19. Control Of Visitors To Site

- a. General
 - Visitors to site may have several purposes:
 - i. Resident visitors.
 - ii. Staff families.
 - iii. Local citizens seeking shelter or assistance.
 - iv. Official personnel, assessing assistance as required.
 - v. People scavenging / looting.
- b. Discretion
 - The Shift Supervisor will be required to exercise discretion in all these matters, using the following guidelines:
 - i. Visitors to residents shall not stay on-site, but should be permitted to visit in order to calm resident or visitors themselves.
 - ii. Staff families may remain on-site as provided for in this manual.
 - iii. Local citizens shall not stay on-site. However, if staff assistance can be provided, it should be.
 - iv. Persons on-site for the purposes of scavenging shall be removed from the property. Request police assistance as required.
- c. Information Officer
 - An officer posted to the front of the main building for the purposes of contact with the community.

20. Assistance To The Neighbourhood

- a. General
 - It may be that the Custody Centre remains with habitable buildings, emergency power sufficient for ongoing operations, full cooking facilities, etc.
 - If the building is safe and secure the facility can run until direction is received from Management, staff are relieved, etc.
- b. Residents Are The Priority
 - If the neighborhood is in serious condition, the Shift Supervisor must consider the provision of food and services in order to protect

and sustain life, however, the Shift Supervisor shall not forget that the first priority and legal requirement is to the residents and staff of this Centre.

c. Neighbours

- Requests may be considered to assist local neighbors to rescue trapped and/or injured persons.
- Once the site is secure, and if in the opinion of the Crisis Manager, resources can be utilized, every effort should be made to assist.
- Seriously injured persons may benefit from the Health Services provided at the Centre, but persons should be directed to the Regional Hospital's (Burnaby General Hospital, Royal Columbian Hospital, etc).

21. Waste Handling, Laundry And Linens

a. General

- It is imperative that every attempt is made to maintain a reasonable level of site hygiene by ensuring that general refuse is removed from the living areas as it is under normal circumstances.
- Since there will be no service to remove garbage from the whole property, the Shift Supervisor shall consider, depending on the local fire hazard and availability of water, burning all combustible garbage.

b. Food Waste

- Food waste should be bagged, and if possible, burned. If not, dig a trench on the grounds and bury this garbage, covering with at least two feet of top cover.
- The surrounding area is likely to have a lot of animal scavengers and it is imperative that hygiene be maintained.

c. Dirty Linens, Clothes

- It is anticipated that there will be no washing or laundering services. However, the Centre should be able to manage by issuing fresh laundry if or as required.
- Since laundry facilities restoration may be subject to lengthy delays due to water and power service interruptions, use clean laundry conservatively.
- Soiled linens, clothes, etc. should be bagged and stored in an unused unit if available. DO NOT leave soiled linens, clothing stockpiling in living areas.

d. Human Relief - Ablution

- If the sewage drainage system is not working, the Supervisor shall instruct the residents not to use unit toilets, as this will ultimately constitute a health and environment hazard. Consideration may be given to construction of latrines within and without the secure field as security dictates.
- Where community services are available it may be possible to rent porta-potties in the interim. Consult WSI.

e. Biomedical Waste

- All biomedical wastes and body parts shall be removed to the temporary morgue as described in that Section.
- If there is no need for a morgue, place the waste in a secure area away from living areas.

22. Temporary Morgue

a. General

- In a severe earthquake, which creates significant structural damage, it is likely there will be deaths, either in the first instance,

or from injuries suffered and before appropriate medical care in a community hospital can be provided.

b. Secure Location

- The Shift Supervisor shall identify a secure part of the facility for the placement of the dead and biomedical waste.
- The location needs to be well ventilated to the outside of the facility.
- The locations must be impenetrable by animal scavengers, and should be locked at all times.
- The dog kennel area is secure and well ventilated.
- Best option is to use an outbuilding/shed and provide vehicle surveillance.
- Staff can honk and rev engines at predators to deter as required.

c. Human Remains Log

- Unless constituting a health hazard, or interfering in necessary operation of the Centre, DO NOT MOVE THE DEAD.
- Every entry to the temporary morgue shall be logged, and all remains noted as to the date, time, name and suspected reason for death.

23. Resident Family Communications

a. General

- Residents will be as concerned about families as staff. However, since the resident is in custody, there is not the same opportunity as staff, as relieved, to leave the site to gather information or assistance related to their families.
- Access to cellular or satellite phones should be provided as able for brief calls to resident families once crisis is in manageable state.
- During an extended evacuation or after an extended isolation; Youth Supervisors will attempt to facilitate calls from the residents to parents / guardians at the earliest possible time.
- Procedure for these calls will be similar to an "initial contact call"; numbers supplied by residents may be used if an approved contact list is unavailable. Calls will be monitored.
-

s.15

b. Visiting Family

- The Shift Supervisor will have to exercise discretion relative to resident visiting. Where possible, family contact should be maintained.

24. Staff Expectations

a. General

- Earthquakes will occur at any time of the day or night. It would be particularly unfortunate if a major quake struck during the night shift, when the Centre is at reduced staffing.

b. Night Shift

- If disaster strikes during night shift, and it is the Shift Supervisor's assessment from any possible external sources (i.e. staff observations, use of portable telephones for contacting P.D.) that no external assistance will be available for some time, they shall attempt to keep the Centre locked down. This stratagem is predicated on the buildings remaining largely intact.
- If the buildings are not intact and must be vacated, the Shift Supervisor shall evacuate to the secure field, program field other identified evacuation site off grounds.

- Due to the nature of shift schedules, it is likely that on the night shift there will be staff with dependent families who may wish to leave and help their families. *STAFF WHO LEAVE WITHOUT PROPER RELIEF MUST BE DEEMED TO HAVE VACATED THEIR POST.*
- However, if staff feel compelled to leave, then negotiate the following:
 - Staff with young children leave in favour of those whose families are more independent.
 - Attempt to have those staff who leave, once their families are safe and cared for, return and/or contact other staff who may be able to report for duty.
 - Advise that if families need food and shelter, they may return to the centre for the duration.
- c. Staff and Family Residency
 - Staff remaining on duty for the duration until relieved and/or external assistance is provided, require a designated area for rest, meals, and sleep.
 - Much will depend on the shape of the physical structure.
 -
 - s.15
 - Youth Forensic / IAU can be used as residency.
 - Visitor area may also be utilized provided it is not already being used as an infirmary and is intact.
 - If the buildings are not habitable, the invitation to families may remain, but designated areas must be left to the discretion of the Shift Supervisor.
- d. Duty Roster
 - After the earthquake and aftershocks are over, and order is restored, the Shift Supervisor shall prepare a duty roster for a 72 hour period which accounts for those staff on-site, and provides the rest, meals and sleep periods.
- e. External Communications Staff Families
 - On the presumption that all WITH external telephone lines are down and/or jammed with emergency calls, staff contact with families to assess their safety may be highly problematic.
 - Emergency services will be stretched to the limit, and this kind of contact may be very low priority. However, lack of knowledge may cause duty staff to leave the facility.
 - Where possible, free up one or more staff in order to contact families of staff on duty, and to take messages to families, and return with messages.
- f. Staff Home Preparations
 - It is anticipated that staff will have provided for their family's well-being in the case of a major earthquake, by taking the necessary precautions and making the necessary preparation for such a possibility.
- g. Notification To Employer
 - The employee is expected to notify the employer if (s)he will not be able to attend for duty.
 - If telephones are down, this will be problematic.
- h. Report For Duty
 - It is expected that staff who have made immediate provision for their families will forthwith attempt to report for duty in order to

relieve those staff already on duty.

i. Bring Information

- Where an off-duty staff member is aware that a duty staff member's family is out of danger, (s)he should consider the importance of advising the staff member on duty.

j. De-Briefing

- The Shift Supervisor shall de-brief all staff reporting for duty in order to assess potential community resources, the likelihood of outside assistance, and the feasibility of staff regularly attending for duty.

25. Critical Incident De-Briefing

a. General

- It is usual that individuals will experience one, several, or most of a range of symptoms called together **Post Traumatic Syndrome**. These may be:
 - Physical (fatigue, nausea, muscle tremors, chest pain, difficulty breathing, sweating, etc.)
 - Cognitive (memory loss, decrease in ability to make decisions or problem-solve, confusion, limited attention span, etc.)
 - Emotional anxiety, irrational fear, grief, depression, helplessness, etc.).
- The onset of these symptoms varies but is often after the initial response to disaster (i.e. after search and rescue).

b. Take Action

- The Shift Supervisor must recognize the onset of trauma and provide intervention in order to ensure that staff (or residents) remain on task throughout this difficult period.
- Healthcare should be able to provide some assistance in identifying individuals experiencing shock/trauma .
- *Consider:*
 - i. Rotation "time out" in a quiet place.
 - ii. Drinking lots of juice, water.
 - iii. Explaining that symptoms are normal and will go away.
 - iv. Never leave the person alone, encourage light exercise.
 - v. (s)he is valued, necessary.
 - vi. Give small, specific tasks after a breather.
 - vii. Do not "baby".
 - viii. Try to limit both smoking and coffee – both make the physical symptoms worse.

26. Home Preparation Recommendation

a. General

- It has been said that the most frightening thing about an earthquake is not knowing what to do.
- The next two most frightening things are:
 - i. Believing there is nothing one can do, and
 - ii. Having to deal with real concern about family and loved ones when on duty and an earthquake strikes.

b. Family Preparedness

- Family preparedness. If these orders are required to be in effect it may be too late to do or think anything about it unless one is relieved from duty. However, such information must be part of this plan.

c. Training And Drills

- The single, most important pre-earthquake preparation is evacuation drills. As responsible professionals on duty, staff must ensure their families are protected.

27. Earthquake Response Guidelines

a. If Indoors

- Stay inside. Move away from windows, shelves, heavy objects and furniture that may fall.
- Take cover under a table or desk, in a corner, or in a strong inside doorway if there is time.
- Face away from all glass areas and protect your vital organs by rolling into a ball.
- Stay clear of fireplaces and brick or stone veneer walls. In halls, stairways, or other areas where no cover is available,
- Move to the interior wall; kneel with back to wall; place head close to knees; cover sides of head with elbows and clasp hands firmly behind neck.
- Wait 60 seconds after the shaking stops and then evacuate as quickly as possible.
- Ensure all gas, electricity and water is shut off.
- Be prepared to extinguish any fire which may occur.
- Wait at least 10 minutes for the aftershock before re-occupying.
- If building is unsafe, proceed with caution to your pre-arranged meeting spot.

b. If Outdoors

- Stay outdoors. Move to an open space away from buildings, trees, and overhead power lines.
- Lie down or crouch on the ground (legs will not be steady).
- Keep looking around to be aware of dangers that may demand movement.
- Wait at least 10 minutes for the aftershock, and then proceed with caution.

c. If In A Mall Or High-Rise Building

- If in a mall or other place of business, duck below the level of the furniture (preferably under something) cover your vital organs, keep your back to glass areas and wait for 60 seconds after the shaking has stopped.
- Do not panic. Seek assistance from staff to evacuate the building.
- Do not rush for main exits.

Indoors or outdoors, when an earthquake occurs:

- Take action at the first indication of ground shaking.
- Always duck and cover no matter where you are.
- Never enter, leave or stand beside the exterior of a building while the ground is shaking.
- Ensure your loved ones know what to do and where to go if you are not with them. Show them how to shut off furnace, water, power and gas if they are at home alone and tell them where your meeting place is located.

28. Family Earthquake Drill

- Where will you go for protection when your house starts to shake and you're in the living room, the bedroom, the bath, or the kitchen?
 - What if you're in one part of the house and other family members are in another?
 - During a violent earthquake, you won't have time or steady legs to reach them.
 - Will they know what to do to protect themselves? Will you?
 - Because earthquakes occur without warning, it's important that you and your family learn to take appropriate actions at the first sign of ground shaking. **You won't have time to think you'll only have time to REACT.**
 - In a major earthquake, you may experience a shaking that starts out to be gentle and within a second or two grows violent and knocks you off your feet.
 - Or, you may be jarred first by a violent jolt – similar to a sonic boom.
 - Or, you may hear a low (and perhaps very loud) rumbling noise.
 - A second or two later you'll feel the shaking, and, as in the first example, you'll find it very difficult (if not impossible) to move from one room to another.
 - These examples should give you a clue that you and your family may have only one or two seconds to take safe shelter **INSIDE** your home.
 - EARTHQUAKE DRILLS will help you and your family plan and remember where to seek shelter and how to protect yourselves.
- a. Identify Safe Spots In Each Room
- The first step is to acquaint each family member with a safe place in each room of your home.
 - Under a sturdy table, desk, kitchen counter, or wood-framed doorway
 - Against an inside corner or wall.
 - Take extra protection measures in these locations by covering your head with your arms or with whatever is handy (e.g. pillow, sofa cushion)
 - Reinforce this knowledge by physically placing yourselves in these locations.
 - This is a very important step for your children.
 - Acting out what they are taught will help them remember what to do in case you're not beside them at the critical time.
- b. Beware Of Danger Zones
- Next, identify danger zones in each room.
 - During an earthquake, each family member should: **STAY CLEAR OF:**
 - windows that may shatter
 - Heating units, stove, fireplace, and areas where bricks from the chimney may fall; and
 - Bookcases, cabinets, and furnishings that may topple
- c. Practice Quake-Safe Actions
- Hold surprise earthquake drills in the days that follow this initial exercise.
 - Call out 'Earthquake' from wherever you may be in your home.
 - Each family member should respond by moving to the nearest safe place.
 - Once a month (for a few months, as least) let a child call a surprise

earthquake drill and follow through with what you've learned.

- Test each other. Was David's choice the safest? Did Sally realize that the closet door could be sealed shut? Did the person in the kitchen remember to turn off the stove?

d. Discuss What To Expect Following A Damaging Earthquake

- Be prepared to take care of injuries. Emergency personnel may not be able to
- Respond to individual calls for assistance for several hours, or even days.
- Be prepared to check for gas leaks and learn where and how to turn off gas, water and power at main valves and switches.
- Be prepared for aftershocks which may be nearly as strong as the initial Earthquake.
- Do not remain in or near a building that might be further damaged by aftershocks.
- Be prepared to deal with the emotional needs of family members.
- Remember to stay close enough to touch and comfort each other; remember to talk about what happened and be sure to encourage one another.

Burnaby Youth Custody Services

Emergency Contingency Procedures

Provincial Policy Reference:

Computer System Failure

- In the event of a single desktop computer systems failure:
 - Contact the HELP DESK at 1-604-775-4357.
 - Be prepared to enter your computer ID logon information
 - Have the ID of the terminal you are working on ready (located under the "Desktop" computer icon – also on the side of the PC).
- In the event of a multi-desktop computer systems failure:
 - Contact the HELP DESK (above) and advise as to number of computers effected.
 - Business admin staff will need to manually record/document staff pay and expenses.
 - If systems failure is beyond a few days, Business admin staff will consult PSA and PGRCC to access terminal for data entry.
 - Admissions & Discharge will need to manually track and record counts and movements.

BYSC BSCS Failure

Power failures within the centre will not affect Control. The uninterrupted power source (UPS) will automatically engage and provide a seamless transition from the loss of power to the start of the generator.

- **In the event of a single station computer failure in Control:**
 - s.15
 - Control will contact WSI and advise of computer failure.
 - Once system is restored, Control will notify ADO and resume s.15
- **In the event both stations in Control fail and require service:**
 - Control will follow same procedure and notifications as above.
 - s.15
 - Once stations are restored, Control will notify ADO, resume normal practices and s.15

Burnaby Youth Custody Services

Security and Control in Emergency Situations

Provincial Policy Reference: [Sec F8](#) pg. 24-28

Critical Incident Review

Following a critical incident, a formal review process will be initiated by the Executive Director.

- This review examines:
 - The facts surrounding the incident,
 - Reviews the documents,
 - Conducts interviews of those involved in the incident,
 - And reviews the relevant history and contributing factors.
- The goal of this review is to develop recommendations that will assist in avoiding or reducing the likelihood of a similar incident in the future.

Once a critical incident is controlled, the person in charge must immediately begin to gather and safeguard relevant information.

This includes:

- Gathering and safeguarding all logs, files and/or electronic media related to the incident
- Gathering reports and/or written statements from all involved staff members or witnesses.
- Taking photographs or videotape evidence
- Providing the Director with an oral report and a brief written summary within 24 hours of the incident
- Securing the scene, where reasonable and appropriate, and restricting entry to the area

For further information on subsequent procedures as they relate to a Critical Incident Review, refer to the Youth Custody Programs Manual of operations, **Section F8**.

Burnaby Youth Custody Services

Security and Control in Emergency Situations

Provincial Policy Reference: [Sec F7](#) pg. 21-23

Post Critical Incident Procedures

- Any of the following events within a youth custody centre may constitute a Critical Incident which may warrant a review:

s.15

- The following procedures address immediate action to be taken following a critical incident:
 - Address medical attention required in relation to injuries
 - Ensure security of centre is maintained
 - Ensure evidence is collected and protected (written reports/statements, physical evidence, etc.)
 - Attend to emotional and physical needs of youth, staff or others affected by incident (CIRT intervention)

Sunday, April 1, 2012

Burnaby Youth Custody Services

Operational Security & Control

Provincial Policy Reference:

The following staff members have volunteered to be contacted in the event of an emergency, to provide assistance as needed.

s.22

1. Angel	11. Gardner	21. Stromgren
2. Basi	12. Groetchen	22. Stafford
3. Basra, J.	13. Hurst	23. Stuart, R.
4. Bunker	14. Lauriente	24. Unrau
5. Burchak	15. Tang	25. Unsworth
6. Campbell, R.	16. Maan, B.	26. Van Eyk
7. Cooper	17. Maslove	27. Walrond
8. Ross, C.	18. Watson	28. D'Alfonso
9. Sidhu, N.	19. Woo, B	29. Stevenson
10. Fritz	20. Stewart, B.	

s.22

1. Almeida	6. Lock	11. Shokar
2. Caros	7. McKinney	12. Ewasew
3. Forbes	8. Scott-Davies	13. Sandher
4. Hopkins	9. Steffich	14. Wallace
5. Laberge	10. Whiteside, D.	

Contact Numbers for Youth Custody Managers

Managers	Work Phone	Home Phone	Cell Phone
Alan Markwart	250-387-0985		
Barry Lynden	250-365-1970		
Rick Faoro	778-452-2065		
Burnaby Youth Custody			
Doug Carmichael	778-452-2101		
Andrew Cronkhite	778-452-2056		
Anita McDonnell	778-452-2055		
Sheryl Hudspeth	778-452-2077		
Matt Annan	778-452-2077		
Pam Drew	778-452-2077		
Victoria Youth Custody			
Phil Hawley	250-708-2206		
Mike MacPhee	250-708-2225		
Jeff Haas	250-708-2218		
Blade Tickner	250-708-2219	s.22	s.17
Prince George Youth Custody			
Kim Fogtmann	250-649-3854		
Jim Arnold	250-649-3852		
Shawn Young	250-649-3853		
Youth Justice Policy			
Marcia Marchenski	250-356-1588		
Charisse Giarraputo	250-356-3018		
Anne Kimmitt	250-717-2023		
Nerina Holderness	250-356-1962		
Chris Zatylny	250-387-1335		
Nin Mand	778-452-2066		
Youth Forensic			
Andre Picard	250-387-2830		
Agnes Tao	778-452-2221		
Andrea Yee	778-452-2204		

Burnaby Youth Custody Services

Emergency Contingency Procedures

Provincial Policy Reference: [Sec F5](#) pg. 20

Emergency Response Codes

Colour Codes: To ensure an effective and efficient response to emergency situations, Burnaby Youth Custody Centre uses the following emergency response codes:

Code Red

- Immediate staff assistance required due to imminent or serious personal harm/danger to a staff member, youth, or other person, or in response to an escape.
- Staff are to initiate a complete lockdown in preparation for a full scale deployment.

Code Blue

- Immediate medical attention required due to serious injury, illness, or incident of self-harm.
- Available staff are to provide nursing staff with assistance in relation to medical equipment.
- Jump bags are located in the Administrative Coordinator's office, and in the event of a Code Blue, the ADO/SYS must ensure a responding staff member takes two jump bags to the emergency.

Code Yellow

- Immediate staff assistance required in relation to centre security including security breaches and escalating incidents.

Codes are responded to in a timely manner which specifically addresses:

- Reporting the emergency
 - Code is to be called by radio by the attending staff member as soon as possible. If, for example, there is an escape in progress, the staff calling a code red should say, "Code Red – escape in progress – North end of track and field."
 - Where a PAT has been activated the Control staff will attempt to contact the person by radio to determine the status of code. **If contact is not made, "Code Red (location)" will be repeated twice over the radio system.** Control staff will direct responding staff accordingly in response to the alarm.
- Designating responders
 - SYS responsible for the area the incident is occurring shall respond and designate other responders as they arrive to the scene.
 - If it is a code red, then all staff are to immediately lock up the youth in their care and respond if possible.
 - If code yellow or blue, immediate area staff without direct youth care responsibility can respond and be deployed by attending SYS.
 - Control officers will stand by for direction from a SYS regarding any additional deployment or action which may be required.
 - All staff are to ensure resident movement is suspended and radio traffic kept to an absolute minimum until direction is given to stand down the

code.

- Maintaining adequate coverage
 - Staff should ensure there is adequate coverage of the youth in their care that are not involved in the incident.
- How situations are stood down
 - SYS to assess the situation and inform Control by radio when incident is under control and regular movement can resume.

Burnaby Youth Custody Services

Emergency Contingency Procedures

Provincial Policy Reference: [Sec F4](#) pg. 13-16

Contingency Plan for Bomb Threats

s.15

Emergency Contact List

SAFE LINK	604-454-1085 code s.15
WSI	1-877-222-3112
BURNABY FIRE	604-294-7190
BURNABY RCMP	604-294-7922
EHS	604-872-5151

Burnaby Youth Custody Services

Emergency Contingency Procedures

Provincial Policy Reference:

Contingency Plan for Escapes

- Identify and secure any possible escape routes.
- Take measures to prevent further escapes.
- Make medical assistance available to anyone injured during the escape.
- Conduct an institutional count.
- Conduct a search of buildings and/or the immediate area.
- Contact the Burnaby RCMP, using 911 where applicable, to report the escape and request assistance in conducting a search.
 - Provide them with the following information for each escaped youth:
 - a) Name of the youth
 - b) Age and DOB of youth
 - c) Descriptions of physical appearance and clothing
 - d) Brief account of the escape
 - e) The degree of danger the youth presents to the community, him/herself or others
 - f) Home address and/or likely destination of the youth
 - g) Any action taken or planned by staff of BYCS
 - h) Any other relevant information
- Make note of RCMP file number.
- Protect any evidence related to the escape.
- The person in charge is responsible for ensuring the completion of an Escape Package, to be prepared for the Burnaby RCMP.
 - This package shall include:
 - a) Police Referral Package Checklist (original)
 - b) Police Referral Form (original)
 - c) Warrant of Committal/Remand (copy)
 - d) Escape notification Form (copy)
 - e) Client History (copy)
 - f) Face Sheet with Photo (copy)
- In cases of a failure to return from a reintegration leave, a copy of the Authorization for Reintegration Leave (located in the warrant file in records) must also be included in the escape package.
- Notify the Director or on-call manager immediately. Notify the parents/guardians of the youth wherever possible.
 - The package forwarded to the Director shall include:
 - a) Copy of Escape Package (above)
 - b) Incident Report (original)
 - c) Escape Notification (original)
 - The package forwarded to Case Management shall include:
 - a) Copy of Escape Package
- Collect and store the effects of all escaped residents.
- Initiate a critical incident stress defusing and debriefing if necessary.

Burnaby Youth Custody Services

Emergency Contingency Procedures

Provincial Policy Reference: [Sec G4](#) pg. 9-10

Disasters

In the event of a disaster (earthquake, flood, etc.) the ADO will ensure the following action is taken:

- All persons are accounted for, and necessary assistance is provided to injured or trapped persons.
 - If appropriate, the ADO may direct staff members to search for and removed injured persons (provided it does not endanger the safety of the searchers).
- Evacuate residents and all personnel to a safe area, if necessary.
- Contact the Burnaby RCMP, Fire Department, and Ambulance at 911.
- Contact the Director of BYCS.
- Take steps to minimize injury and/or damages, if necessary, including turning off the supply of water, electricity and gas (refer to the **BYCS Earthquake, Disaster & Site Evacuation Plan – Sec E1**).
- Establish a central command and communication post which is safe and secure, to coordinate disaster response.
- Take necessary steps to maintain security.
- Designate a staff member to maintain a running log of events and actions taken.
- Designate a staff to establish and maintain the operation of essential services (including health care, building operations, food services and laundry).
- Prevent or minimize the loss of or damage to legal and medical records.
- Prepare and forward a written report to the Director of BYCS.
- Initiate a critical incident stress defusing and debriefing if necessary and practical.

*****FOR DETAILED INFORMATION REGARDING DISASTER RESPONSE, REFER TO THE BYCS EARTUQUAKE, DISASTER & SITE EVACUATION PLAN IN SECTION E1*****

Burnaby Youth Custody Services

Emergency Contingency Procedures

Provincial Policy Reference: [Sec G3](#) pg. 7-8

Emergency Contingency Plan for Fire

Procedure for Staff:

- If there is a confirmed fire, but the alarm has not been triggered by the detectors, the staff discovering the fire must active the alarm at the nearest alarm station, s.15
- When alarm sounds, staff are to assemble youth at nearest safe fire exit leading from the living unit or program area and wait for direction from the person in charge or Control.
- Staff are to account for all youth in their care.
- Staff should take the unit log book with them when evacuating.
- Staff not immediately responsible for the supervision of youth should assist with the evacuation of the building.
- Burnaby RCMP should be contacted to assist with perimeter security if required.

Procedures for Senior Youth Supervisor/ADO:

- Confirm existence of fire.
- Initiate evacuation of youth and staff from involved area.
- Isolate area involved by closing but not locking all doors and windows.
- Establish a command and communication post which is safe and secure from which to direct a coordinated response.
- Make medical assistance available to those needing it.
- Designate a staff to meet the Fire Department and provide assistance with access to all necessary areas. Ensure the staff has an appropriate set of keys.
- Designate a staff to keep a written account of events.
- Request perimeter assistance from the Burnaby RCMP – call 911.
- Notify the Director of Operations or On Call Manager.
- Contact additional staff as necessary, s.15
- Control Officers are to silence the fire alarm only after the Fire Department has arrived and the building has been evacuated.
- Do not release information to the media or public.
- Submit a written report to the Director of Operations as soon as is practical.
- Initiate a critical incident stress defusing and a debriefing if necessary.

SAFE LINK is a company that monitors BYCS alarms, and will automatically contact the Burnaby Fire Department to respond with lights and sirens.

When **confirmed the fire alarm is false** Control must contact the number below to advise. Safe Link will contact the Fire Department, who may attend anyway.

SAFE LINK 604-454-1085 code s.15

Arson

Where it is known or suspected a fire was started intentionally, all available evidence shall be preserved.

- The person in charge will ensure a package is prepared for the Burnaby RCMP and includes the following documentation:
 - Client ID sheet (face sheet)
 - Statements of all witnesses
 - Photographs of injury, damage and other pertinent details
 - Youth Injury Report (copy)
 - Incident Report
 - Consent to Disclosure for residents during the fire
 - Police Referral Package Checklist (**Refer to Appendix**)

*copies must also be forwarded to the Director of Operations and the Case Management department.

Burnaby Youth Custody Services

Operational Procedures

Provincial Policy Reference:

Hostile Visitor Protocol

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- s.15
- The visitor will be advised the police have been contacted and directed to leave the property immediately.
- Control will note description of the visitor and vehicle, if possible. The camera will be focused on the front entrance and parking lot.
- Door to the Administration offices will be secured.
- Movement will be halted through the affected area of the building until secure.

Burnaby Youth Custody Services

Emergency Contingency Procedures

Provincial Policy Reference:

BYCS Fire Panel Procedures

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Burnaby Youth Custody Services

Emergency Contingency Procedures

Provincial Policy Reference:

Food & Water Supply Disruption

In the event of an earthquake or other disaster:

- The Food Services Contractor is obligated to maintain a 72 hour emergency supply of food & drink on site.
- If the kitchen is out of service, a caterer from the community will need to be coordinated to provide interim service.
- If the water supply is disrupted, BCBC shall be contacted and have water trucked in.
- If the power fails, a generator s.15 should automatically start up to provide emergency power. Generator (emergency) power will only maintain:

s.15

****In a complete power failure, in non-winter months, the building should retain core temperature for 48 hours.**

Power / Gas Emergencies (perform any necessary SHUT-OFFS and call:

WSI Call Centre	1-877-222-3112
John Tyler (building issues)	604-315-3853
BC Hydro	1-888-POWERON
Terasen Gas	1-800-663-9911

Burnaby Youth Custody Services

Emergency Contingency Procedures

Provincial Policy Reference: [Sec F3](#) pg. 10-12

Contingency Plan for Hostage Taking

s.15

Burnaby Youth Custody Services

Legislation

Provincial Policy Reference:

Media

****If media attend the centre or call on the telephone, staff ARE NOT to communicate with the media without prior authorization of a Director.**

Refer ALL Media inquires to **Christine Ash** at **250-356-1639**

Burnaby Youth Custody Services

Emergency Contingency Procedures

Provincial Policy Reference: [Sec F2](#) pg. 6-9

Contingency Plan for Riots & Disturbances

- Assess the situation and determine whether it can be controlled using existing resources.
- Designate a staff member to maintain a running log of events and the actions taken.

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Burnaby Youth Custody Services

Emergency Contingency Procedures

Provincial Policy Reference:

Workplace Violence Prevention & Response

Workplace violence means the attempted or actual act of physical force so as to cause injury to an employee (including contractors and volunteers) and includes verbal threats or behaviour which gives an employee reasonable cause to believe the employee is at risk of injury.

****Employees are required to immediately report to a manager/supervisor any work related violent act or threat or potentially violent actions against themselves, co-workers or members of their family.**

Managers or Persons in Charge at the Custody Centre are responsible to:

- Ensure the immediate safety and security of people who are affected.
- Contact police, fire, or ambulance if required.
- Protect potential victims (e.g. warn, evacuate or secure the affected area).
- Contact the Executive Director, Youth Custody Service.
- In consultation with the Executive Director, contact the emergency Occupational Safety and Health Representative.
- Complete an incident report and accident investigation form.
- Ensure that an employee reporting an injury or adverse condition as a result of an incident of violence is advised to consult a physician.

Burnaby Youth Custody Services

Emergency Contingency Procedures

Provincial Policy Reference: [Sec F5](#) pg. 17-19

Contingency Plan for use of the Protective Shield

- Use of the shield must be authorized by the person in charge, and only used by a staff member trained to respond to situations where a shield is required.
- Use of the shield is restricted to situations where all other means of dealing with the situation have been exhausted or are not reasonable.
- The protective shield should be removed from the area as soon as risk of injury to staff or youth is no longer an issue.
- The person in charge must ensure the use of the shield is documented in an electronic incident report.

F - HEALTH CARE - MENTAL HEALTH

Sunday, April 1, 2012

Burnaby Youth Custody Services

Emergency Health Care Procedures

Provincial Policy Reference:

Allergic Reactions

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- s.15
- Staff must notify Health Care (via portable radio or phone) and the Senior Youth Supervisor/ADO immediately if a suspected allergic reaction is taking place.
- When a staff believes a youth is having airway distress due to allergic reaction, a Code Blue will be called over the radio and staff must take the Emergency Bag and Oxygen to the site of the Code Blue.
- The Nurse will do an assessment and provide care as per Health Care protocols.
- If the Nurse requests an ambulance, The Senior Youth Supervisor will advise Control with an update and request the paramedics be called at 911 for a serious allergic reaction.
- All allergies are documented on the High Risk List, and should be reviewed by Youth Supervisors at the start of their shift.
- If youth are susceptible to severe allergic reactions, they may wear Medic Alert bracelets or necklaces.

Burnaby Youth Custody Services

Emergency Health Care Procedures

Provincial Policy Reference:

Head Injury Protocol

When it is suspected a youth may have sustained a head injury, he/she will be assessed by a member of the Health Care team, and placed on Head Injury Protocol. The youth will also be added to the High Risk List under District Medical Restrictions.

For youth on Head Injury Protocol, Youth Supervisors will be notified, and the following process will be adhered to:

- A Head Injury Checklist (in Appendix) will be posted on the resident's door during the assessment period determined by the nurse.
- The resident is to be checked at least every 15 minutes, and woken every two hours.
- Youth Supervisors are to ensure the checklist is completed for each check, and include comments detailing observations – ex. woken easily, up to use washroom, etc.
- Youth Supervisors will also be required to document checks and observations in the unit log book.
- Health Care should be notified immediately if the Youth Supervisor suspects any of the following signs and/or symptoms:

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**Youth Custody Services
INFLUENZA PANDEMIC
Health Care Contingency
Plan**

Dr. Diane A. Rethon MD
Medical Director, Youth Custody Services

October 13, 2009

Preamble

Influenza pandemics occur when a new influenza virus evolves and the human population has limited or no immunity to the virus. A pandemic can occur at any time and carries with it the potential to cause serious illness, death and substantial social and economic disruption throughout the world. Historically, pandemics occur over an extended period of time (12 – 18 months) and include two or more waves of illness.

Experts agree that future influenza pandemics are inevitable; however, the timing of the arrival, severity and impact of a pandemic cannot be predicted. Since there may be little warning, contingency planning is required to minimize the devastating effects of a global pandemic.

By virtue of its ease of transmission, the pandemic flu will likely be a respiratory infection with fever. It will not be a gastro-intestinal (GI) flu, though it may involve some concurrent GI symptoms. Influenza surveillance data, when reporting on the number of cases in the general population, will refer to the current symptom complex generally as an influenza-like illness (ILI), except in cases where laboratory confirmation of the virus has been obtained and diagnosis is known. The current case definition for ILI includes fever, cough and at least one of the following: sore throat, muscle and/or joint pains, weakness. GI symptoms, while they may be present, are not included in the ILI case definition.

Objectives

Youth Custody Services must meet the following objectives in the event of a pandemic:

- 1) To protect the health and safety of staff, residents and the general public by implementing effective infection prevention and control measures.
- 2) To maintain essential services while experiencing workforce shortages due to staff being infected with the influenza virus.
- 3) To protect the general public by maintaining the security of youth custody facilities.
- 4) To assess, treat and provide care for residents infected with the flu.
- 5) To maintain accurate and timely communication with partners in the Justice and Health systems including courts, medical officers of health and community hospitals.
- 6) To design and carry out a cohesive, integrated system recovery plan that addresses the full return to functioning of Youth Custody Services and collateral ministries.
- 7) After the pandemic has ended, to provide a thorough analysis and evaluation of how the system performed, what lessons were learned and how to prepare for possible future events.

Pandemic Plan Development

This document provides recommendations to the Youth Custody Management Committee and staff. Health care personnel at each centre will develop a plan based on the requirements outlined in this document and in consideration of the needs of the local youth custody centre.

It is the expectation that local health care staff will work in collaboration with the leadership teams at each centre to develop a centre-specific, individual custody centre plan that includes **detailed and specific instructions** on how to manage the custody centre with reduced staffing numbers; on the stockpiling of food, medications, personal protective equipment (PPE), medical supplies and all other supplies; on how to prevent spread during an institutional outbreak of influenza; and on how to identify, manage and treat the infection in affected individuals.

The Medical Director, Youth Custody Services, reviews and approves each individual youth custody centre plan. This provincial contingency health care plan document, as well as each individual youth custody centre plan, will be reviewed and revised as new information becomes available.

Pandemic Committee Participation

Youth Custody Services is represented on the following Provincial Pandemic Project committees:

- 1) The Provincial Influenza Management Committee
- 2) The Public Health Measures Advisory Group
- 3) The Medication Logistics Advisory Group
- 4) The Supplies Logistics Advisory Group
- 5) The Clinical Care Committee

Communication

The Medical Director, Youth Custody Services, manages all communicable disease outbreaks and all outbreak prevention efforts in BC youth custody centres, in consultation with the Medical Health Officer of the local health authority, the BC Centre for Disease Control (BCCDC) and/or the Provincial Health Officer, as required.

During an outbreak, communication to and from the Provincial laboratory; the BCCDC; the Office of the Provincial Health Officer and regional medical health officers; environmental health officers; health authorities and hospitals is the responsibility of the Medical Director, Youth Custody Services. All test results are sent only to the office of the Medical Director who coordinates outbreak strategy and distributed results along with necessary patient management information.

The Medical Director, Youth Custody Services, is responsible for declaring when an outbreak in a youth custody centre begins and ends based on all available patient information and approved criteria and guidelines from the Public Health Agency of Canada (PHAC) and the BCCDC. This declaration follows a formal process of communication that begins with the Medical Director notifying the appropriate regional medical health officer, Youth Custody Service's management, the custody Directors, followed by health care staff.

Once the Medical Director has officially declared an outbreak, or whenever an outbreak is suspected, the health care staff at the affected centre(s) participate in regular conference calls with the Medical Director. These conference calls are conducted by the Medical Director.

To manage and contain an outbreak and bring it to a safe and rapid resolution, the Medical Director instructs the local health care staff regarding proper precautions, patient assessment, care and isolation, information gathering and data collection, and all other strategies.

Up-to-date surveillance data on the numbers of residents and staff contracting and recovering from the flu, and various other clinical parameters on each affected individual, are provided to the Medical Director by the health care supervisors at least once a day. The objectives of ILI surveillance reporting are:

- 1) to track and manage the outbreak as it evolves and assess the effectiveness of each strategy;
- 2) to better understand the impact of influenza on the youth custody population; and
- 3) to learn how to provide better prevention and treatment in the future.

The Medical Director will attend regular Medical Health Officers' Council, BCCDC and health authority briefing meetings. Using this information, youth custody surveillance data and information gathered from the World Health Organization (WHO), PHAC, BCCDC websites and other sources, the Medical Director and the Chair, Youth Custody Services Health Care Committee, prepare and distribute comprehensive daily outbreak reports and updates to Youth Custody Services via teleconferences, email communication and ministry websites.

Workplace Health and Safety Services provides recommendations for addressing staff questions and cases of influenza among youth custody staff and communicate directly with sick staff.

Local custody centre outbreak plans incorporate a communication strategy for all stakeholders. Stakeholders include staff, youth and their families; our Criminal Justice partners; deputy sheriffs; court officials; lawyers, contractors and volunteers; suppliers and visitors. Local centre communication options to be considered include pre-recorded telephone messages, signage, and the development of an e-mail distribution list.

Planning Assumptions

- 1) A pandemic flu is expected to occur worldwide at some point in the future.
- 2) Certain properties of the flu virus will not be known at the beginning of the pandemic and during the pandemic, the influenza virus is likely to mutate to change its virulence, severity, symptom complex and susceptibility to various antiviral medications.
- 3) It is assumed that antiviral medication will be effective against this flu; however, antiviral medication may be in short or variable supply.
- 4) Youth Custody Services, via the Product Distribution Centre, purchases and stocks its own antiviral medication supply for use in the prophylaxis and treatment of residents. Access to the provincial antiviral stockpiles occurs only after a pandemic is declared by the WHO.
- 5) There will not be an effective vaccine to prevent catching the flu until six to eight months after the beginning of the outbreak.
- 6) A pandemic flu outbreak will create great anxiety among staff, residents and their families, contractors, volunteers and visitors.
- 7) Once an individual recovers from this flu, the individual has immunity to this flu strain and is not at risk and does not need to be vaccinated or given influenza exposure prophylaxis.
- 8) Best clinical predictions about the virus include:
 - a) The virus will be spread mainly by droplet rather than airborne transmission.
 - b) 25-30% of the general population and 35% or greater of the resident population will be affected by the pandemic flu over two waves of influenza, the first wave lasting approximately eight weeks.
 - c) Peak infection is expected to occur at approximately the five to six week mark of the first wave when approximately 20-25% staff absenteeism is projected.
 - d) Primary methods to prevent influenza will be effective hand washing and disinfection with approved hand sanitizers, along with proper cough and sneeze etiquette: Cough/sneeze into folded arm, not hands; cover mouth and nose; use tissues only once and dispose of appropriately; wash hands frequently.
 - e) Surgical masks, disposable gowns, goggles or safety glasses and universal/standard precautions/practices (hand washing and latex/non-latex gloves) will be the methods used to prevent the spread of the flu from an infected individual.
 - f) There will be a period of 24-48 hours or more where infected individuals do not have any symptoms of flu, but are infectious and capable of transmitting the disease to others. This is called the incubation period.

- g) The flu virus can survive for 24-48 hours on some surfaces outside the body. All surfaces will require systematic disinfection with approved cleansers.
- 9) Only those residents infected with the pandemic flu requiring ventilation or respiratory support will be hospitalized since there will be a shortage of hospital beds and youth custody staff to provide supervision.
- 10) Residents requiring 24 hour nursing care may be transferred to a hospital if space is available, or an individual health care plan may be developed locally. Local youth custody centre plans will be dynamic and be revised regularly to reflect accurate, current information.
- 11) In the event of an outbreak, the youth custody Director, nurse supervisor and Medical Director, Youth Custody Services will develop a plan to provide mental health services to staff and residents as required.

Prevention/Protection

Each outbreak prevention/protection/control plan includes:

- 1) Provisions for the administration of specific pandemic flu vaccine and booster, if necessary, when they become available
- 2) Arrangements for the administration of seasonal flu vaccine to residents and pneumococcal vaccine, when indicated, by local health care personnel at each centre. Guidelines for vaccine sequencing as well as supplies of both seasonal and pandemic vaccine will be provided by the BCCDC.
- 3) Health screening of residents prior to or upon admission so that residents with flu like symptoms are isolated from those residents without flu symptoms. The initial screening tool will be a temperature measurement and the respiratory screen section of the Initial Health Assessment (IHA).
- 4) Once symptoms specific to the pandemic virus are established, a more refined, pandemic-specific screening tool is developed by the Medical Director. This replaces the initial screening tool for all admissions.
- 5) Health screening of residents scheduled for transfer to another youth custody centre, to hospital or to the Youth Forensic In-patient Assessment Unit is done immediately prior to transfer. Health care staff will delay the transfer of any resident with flu-like symptoms from a centre or living unit where an outbreak has been declared. In facility-wide outbreaks it may be necessary to restrict all transfers.
- 6) Instructions for staff, volunteers and visitors to self-screen for influenza symptoms. Youth custody staff may deny visits to members of the public who display flu-like symptoms. In severe outbreaks all visits may be suspended.

- 7) Instructions for residents to self-screen while in custody and to self-screen before all in-person court appearances.
- 8) Signage posted in all resident living areas indicating the symptoms of the pandemic flu and prevention measures to be followed. Any residents displaying flu symptoms are isolated. Health care staff are notified and a health care assessment is completed immediately.
- 9) Instructions for staff to stay home when they have signs and symptoms of influenza. The Ministry will make the decision if and when medical certificates are required. A shortage of health care professionals to complete these certificates is anticipated.
- 10) Provision of adequate numbers of sinks, soap dispensers, paper towels and waterless hand disinfectant for staff and residents. If using their own personal re-usable towel, residents are instructed to exchange it for a clean one every two days.
- 11) Instruction for all staff and residents in effective hand washing methods, cough/sneeze etiquette, use and disposal of used tissues and towels.
- 12) The closure and capping of any communal drinking fountains.
- 13) Disinfection of each mattress with accelerated hydrogen peroxide after use by an infected person.
- 14) Monitoring of air exchanges in sealed facilities: The standard for prevention of airborne transmission is six exchanges per hour in an Admission and Discharge area and four to five air exchanges in all other areas.
- 15) Staff use of personal protective equipment (PPE), including surgical masks, latex/non-latex gloves, approved goggles and gowns, when having a two-meter or less proximity contact with an infected individual, or a newly admitted individual until screening is completed.
- 16) Instruction for staff in the correct application, removal, use and replacement of personal protective equipment.
- 17) Provision of accelerated hydrogen peroxide (or equivalent) disinfectant wipes at every desk and workstation.
- 18) Access to accelerated hydrogen peroxide solution or disinfectant wipes in all resident living areas.
- 19) At minimum every 24 hours, cleaning of inanimate surfaces where droplet-borne flu viruses may land, for example: Door knobs, radios, hand cuffs, desks, staff and resident telephones, key boards, sink and shower taps, tables, chairs, counters and ministry transport vehicles. Cleaning is done using accelerated hydrogen peroxide.
- 20) Instructions to staff to disinfect items used by other staff prior to their own use, for example, when receiving a radio or other piece of equipment staff should disinfect it before use, using accelerated hydrogen peroxide.

- 21) Cleaning of resident visiting areas (both resident and visitor sections) before each visit/use. The resident and/or the visitor may be requested to do this. Accelerated hydrogen peroxide is used for this purpose.
- 22) If necessary in a particular outbreak, instructions for handling and cleaning of dishes used by infected persons, or the use of disposable dishes and a protocol for their disposal.
- 23) The reduction of resident movement to health care for minor reasons and to areas where the spread of the flu may occur, e.g., visits, programs.
- 24) The public and staff access to the custody centre will be limited to one entrance with clear outbreak signage and posted procedures in place for mandatory hand disinfection prior to entering the building.
- 25) Receiving areas for couriers and other deliveries should be limited and direct person-to-person contact restricted.
- 26) Video court may need to be used for court appearances.
- 27) Programs may be cancelled as prevalence of the pandemic flu increases at a particular facility.
- 28) Lawyers requesting visits will be encouraged to use alternate methods for communication with their clients, for example, telephone calls for interviewing clients and use of non-contact visit areas.
- 29) Volunteers and community in-reach workers may be temporarily suspended.

Management of the Health Care Centre (HCC)

The local youth custody centre HCC outbreak management plan is prepared by health care supervisors and includes the following elements:

- 1) Takes into account a scale of operation ranging from full health care staffing to operating with greatly reduced staffing levels.
- 2) Identifies critical suppliers and confirms delivery priorities, e.g., for medical supplies, cleaning supplies and medications, including antiviral medications.
- 3) Secures temporary storage capability for stockpiling medications, equipment and supplies. Storage areas may be on-site, provincial or leased local sites.
- 4) A method for safely managing the supply of surgical masks having a small metal bar at the top of the mask. This bar is necessary to provide a better seal. The plan, for example, could be for a one-for-one mask exchange for staff and residents.
- 5) Strategies to ensure health care services, medications and meals are delivered as required.

- 6) Procedures for transporting antiviral pandemic flu medications from the product distribution centre to the custody centre for administration to patients.
- 7) A twelve-week supply of medical supplies, personal protective equipment, cleaning and disinfecting chemicals, operational supplies, etc. on site. This must include a process to rotate and use medical supplies before expiry date and to replenish supplies as they become depleted.

NOTE: Twelve weeks has been chosen to correspond with the assumption that the first pandemic wave will last eight weeks, plus a 50% safety margin (see Planning Assumptions, section 8b, above).

- 8) Provisions to cancel all non-urgent medical specialist consultations.
- 9) A process for designated staff other than nurses and physicians to receive and respond to family/lawyer calls regarding a resident's health. The plan should include provision for this designate to review calls received and answers to be given with a health care professional at least once daily.
- 10) Daily meetings between the Health Care Supervisor and Director of Programs to communicate on institutional issues related to the outbreak.
- 11) A process to enable health care staff at each centre to receive regular support, up-to-date information and assistance with problem solving directly from the Medical Director, Youth Custody Services.
- 12) Provisions for health care staff to access employee assistance programs (EAP) or critical stress debriefing professionals to help deal with psychological issues arising from pandemic flu.
- 13) A process for regular communication with the Occupational Health and Safety Committee regarding details of the local youth custody centre plan.
- 14) A communication strategy with the youth's legal guardian and/or family, including advising the guardian/family of visiting protocols during an outbreak and alternate methods of communicating with the resident if in person visits are not possible for a period of time.

Treatment of Patients

Assessment and treatment plans are site-specific and include:

- 1) A strategy for providing health care to the 35% or more of the resident population who are expected to contract the flu over the course of an outbreak. Residents in youth custody generally have poor health status and are more likely to be susceptible than healthier people. Pregnant women are also at greater risk of developing severe illness.
- 2) Use of universal/standard precautions/routine practices, latex/non-latex gloves and hand-washing, surgical masks, disposable gowns and goggles when providing health care or, for youth custody staff, performing security searches that bring any staff member within two meters of an

infected person. Gowns, masks and gloves are changed between each contact and disposed of according to a protocol developed on site.

- 3) The requirement for residents with flu-like symptoms to wear surgical masks when in contact with staff, other residents, and visitors.
- 4) Detailed instructions on how to correctly obtain a valid nasopharyngeal specimen for viral testing. Instructions on how to label and convey the specimen with the appropriate requisition to the provincial laboratory.
- 5) In consultation with the Medical Director, Youth Custody Services, a protocol regarding criteria to be used in deciding whether to provide treatment on site or send a patient to hospital. In addition, the Medical Director is consulted in advance of all transfers to hospital that are contemplated during an outbreak.
- 6) A strategy to isolate in single cells, in negative pressure cells or to cohort in specified living units, patients with flu-like symptoms. This will depend on the physical layout of each facility.
- 7) A strategy to assign the same youth custody staff to a specified living unit if that unit houses a resident or residents with the pandemic flu.
- 8) Provision of tissues for patients with the flu and a procedure for the safe disposal of contaminated tissues.
- 9) An alternate process for distributing essential medications that are time sensitive in their dosing schedule, for example, use of enhanced lists of medications for self-administration. In emergency situations, some health care services may have to be delegated to non-health care personnel, for example, delivery of medications to patients. All medications, with the exception of narcotic and controlled medications, may be subject to provision by non-medical staff.
- 10) Frequent monitoring of patients with influenza: Minimum daily temperature, pulse, oxygen saturation measures and health care assessments of all patients with ILI by the nurse or physician. Depending on the level of acuity found in daily assessments, there will be a plan for additional monitoring during a 24-hour period.
- 11) Provision of extra fluids and over-the-counter medication such as Tylenol, cough syrup and oral rehydration for all patients with ILI. The plan must allow for the daily administration of antiviral medications and medication by nebulizers, if ordered by a physician.
- 12) Provisions to excuse a resident from attending court, school or programs for medical reasons when he/she has the flu.
- 13) A protocol to withhold methadone or other opioids from patients having a decreased level of consciousness, depressed respiratory rate, oxygen saturation of less than 90% or patients receiving a medication that has an interaction with methadone or opioids until an assessment is done to

ensure safe administration. A physician must be notified any time a methadone dose is withheld.

- 14) Referral of all patients with an oxygen saturation level of less than 90% for assessment by a physician. This assessment may take the form of an in-person visit or a telephone consultation between the nurse and the centre or on-call physician.
- 15) Transfer to hospital is limited to severely ill patients infected with the pandemic flu and requiring ventilation or respiratory support will be hospitalized since there will be a shortage of hospital beds and youth custody staff to provide supervision.
- 16) Patients requiring 24-hour nursing care may be transferred to a hospital if space is available.
- 17) Only protocols that have received the approval of the Medical Director may be used by youth custody medical and nursing staff in the management of infected patients.
- 18) Protocols for patient isolation and release from isolation are developed by the health services supervisor in consultation with the Medical Director and provided for implementation and consistency at each centre.
- 19) Protocols that address the release from custody of patients who are in isolation or have active symptoms of flu on their date of discharge. If a symptomatic or isolated patient is released into family, ministry care home, or full-time attendance program, then family and staff are notified that the individual requires droplet precautions and appropriate ongoing care.
- 20) All deaths of persons in custody remain the Coroner's cases, per current protocols. The Coroner will continue to provide for removal of the body from the facility.
- 21) Recommendations for antiviral treatment or prophylaxis of staff will be provided by physicians working in Workplace Health and Safety Services.

Organizations Consulted in the Preparation of this Document

- 1) The Provincial Influenza Management Committee
- 2) The Public Health Measures Advisory Group
- 3) The Medication Logistics Advisory Group
- 4) The Supplies Logistics Advisory Group
- 5) The Pandemic Clinical Care Committee
- 6) The BC Centre for Disease Prevention and Control
- 7) The Provincial Health Officer of BC
- 8) The College of Physicians and Surgeons of BC
- 9) The Health Officers' Council of BC
- 10) The Health Authorities of BC
- 11) The Environmental Health Officers of BC

Influenza Pandemic Health Care Contingency Plan
Youth Custody Services

- 12) The Public Health Agency of Canada
- 13) The US Federal Bureau of Prisons
- 14) The World Health Organization website
- 15) Other federal, provincial and territorial correctional jurisdictions in Canada

Burnaby Youth Custody Services

Emergency Health Care Procedures

Provincial Policy Reference:

Refusal to Eat

- When a youth is refusing to eat, the Youth Supervisor should check in with the youth to determine why they are not eating. If possible, school and program staff should be consulted to determine whether or not the youth is eating during Home Ec class or Healthy Eating program. Any observations should be documented in both the unit log book and the youth's progress logs. The Senior Youth Supervisor should be notified.
- If a youth refuses ^{s.15} Health Care is to be notified.
- Health Care will interview the youth to determine the nature of the refusal to eat, and refer as appropriate (to Mental Health and/or the Centre Physician).
- If appropriate, Health Care will send an eating record sheet (**Refer to Appendix**) to the unit, advise the ADO and note on the High Risk List.

The role of staff while the resident continues to refuse to eat :

- Make food and water available to the youth at all times. Document on the Eating Record Sheet what is consumed both on unit and during off-unit programs (if possible).
- Document missed or refused meals, as well as any fluids consumed.
- Keep the youth under close supervision, maintain frequent communication and encourage eating.
- Support frequent visits and communication with close family members or persons who may persuade the youth to eat.
- Document general appearance and condition.
- Inform medical staff immediately of any deterioration in the youth's health.
- Document the purpose for refusing to eat (if known).
- Document the youth's response/reaction to encouragement by staff and other individuals in contact with youth.

The role of Health Care while the resident continues to refuse to eat:

- Continue to monitor vital signs, and liaise with the Mental Health Team and the Centre Physician as appropriate.
- Continue to work with Youth Supervisors around monitoring eating/drinking and keep the ADO informed and up to date.
- Health Care may notify the guardian depending on advice from the Director/Centre Physician.

Burnaby Youth Custody Services

Emergency Health Care Procedures

Provincial Policy Reference:	
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Self Medication

- On occasion, Health Care may give a youth medication to keep in their room. The youth is expected to be responsible for the medication, and is made aware the medication is not to be shared with other youth. Acne cream is an example of a medication a youth might be permitted to keep in his/her room.
- Health Care staff are responsible for reviewing the situation on a regular basis.
- Youth Supervisors will be provided with a Self Medication form (in Appendix), notifying the youth has the medication in their possession.
- If the youth is moved to a different unit or changes rooms, Youth Supervisors must ensure the self-medication is taken with them.
- If the youth goes to court and is released, the medication should be placed in the youth's personal effects, and returned to the youth upon retrieving his/her personal items.
- Youth Supervisors may prohibit self admin medication at the review of a nurse, if there is evidence of non-compliance or abuse (ex. sharing with other residents).

Burnaby Youth Custody Services

Emergency Health Care Procedures

Provincial Policy Reference:

Medical

- When a youth requires a special diet for medical reasons, as determined by the Health Care team, a Special Diet form (**Refer to Appendix**) will be submitted to the Kitchen.
- A member of the Health Care team is responsible for completing the Special Diet form, in detail, signing, dating and forwarding a copy to the Kitchen.
- The nature of the special diet request will be noted on the High Risk list under Dietary Restrictions/Food Allergies. Youth Supervisors are expected to familiarize themselves with all youth with special diet concerns.

Vegetarian

- Residents requesting a vegetarian diet must request it from the Director.

Religious Diet

- Residents requesting a special diet for religious reasons must do so through the Chaplain.

G - PROGRAMS

Sunday, April 1, 2012

Burnaby Youth Custody Services

Program Procedures

Provincial Policy Reference: [Sec 15](#) pg. 16-18

Fitness Room Protocols

- When Youth Supervisors escort a group of residents to the Fitness Room, conduct a good visual inspection of the area, to ensure all equipment is in order. Check for all accessories and complete the Fitness Room Accessory Checklist.
- Youth Supervisors are to maintain dynamic supervision while in this program area. Mentoring, coaching and demonstrating proper technique is encouraged. Youth Supervisors are NOT permitted to be working out while supervising residents in the Fitness Room.
- Residents are to remain within the confines of the Fitness Room. Any resident non-compliant with this directive may be removed and locked (as appropriate) and may be banned from this program area for a period of time.
- Residents are to wear their t-shirts at all times while in the Fitness Room.
- No food or juice items are permitted in the Fitness Room. Water is allowed in this program area.
- Radio should be set at a reasonable level – the Youth Supervisor must be able to hear the paging system.
- Attending residents are expected to participate in this program – not play cards, horseplay, etc.

Burnaby Youth Custody Services

Program Procedures

Provincial Policy Reference: [Sec 15](#) pg. 16-18

Gym Protocols

When attending the gym, the following protocols with respect to Youth Supervisor safety equipment and staffing levels must be followed:

- 8 residents or less in the gym – minimum one Youth Supervisor in the gym. The YS must ^{s.15} if participating in the activity. If the YS chooses to participate in the activity, they must do so in such a way they are able to maintain supervision of the group.
- 9 residents or more in the gym – minimum two staff. All YS must ^{s.15}
- Youth are not permitted to engage in any form of martial arts/ultimate fighting workouts or training either with volunteers or on their own.

**Youth Supervisors are never permitted to leave their safety and/or security equipment unattended in the gym.

Burnaby Youth Custody Services

Program Procedures

Provincial Policy Reference: [Sec I](#)

Haircut Program

- The haircut program is run twice per month, and the Program Officer is responsible for signing up a minimum of 10 and maximum of 25 residents (50 per month maximum).
- To be eligible to get a haircut, residents must have been at the centre a minimum of 4 weeks (exceptional circumstances will be considered).
- Residents serving assessments or on disciplinary transfer are not eligible to receive a haircut (no exceptions).
- Residents that recently completed an assessment must wait one week from the day their assessment ended before being eligible to receive a haircut (no exceptions).
- The haircut program will take place in the Arts & Crafts room and is set up by the Program Officer. The Program Officer will ensure the haircutting chair is set up in the open area by the desk, and the barber tools are provided by the contracted barber.
- Residents requesting a brushcut are permitted to level #1 (the barber is aware). Residents are not permitted to shave their head bald, or razor designs, etc. into their hair.
- Residents are not to cut their own hair on unit.
- This program is supervised by the Program Officer.
- Residents do not pay for the first haircut of the month, however, if they receive a second haircut in the same month, they must pay \$9.

Burnaby Youth Custody Services

Program Procedures

Provincial Policy Reference: [Sec I](#)

Healthy Eating Program

- The Healthy Eating program occurs in both the open custody program kitchen, and the secure custody kitchen.
- A maximum of 8 residents may attend this program. All levels are permitted to attend. A meal will be made up and placed on a paper plate for those on unit who cannot attend (ex. Residents serving separate confinement).
- The recipe and necessary food items for the scheduled program will be located on the counter. Menus will be planned in advance – residents may not ask for food items not on the recipe.
- The unit Youth Supervisor will supervise the program.
- Cutlery and cooking utensils are located in the back room of the kitchen, and will be counted and documented before and after each class. The accessory sheet and log book are located on the desk, when you enter the program kitchen.
- At the end of the program, the residents will be expected to clean the kitchen, wash the dishes and put all dishes and pots/pans away. The kitchen floor shall be swept. If the clean-up is deemed unacceptable, the unit could lose the privilege of attending future cooking programs.
- Volunteers helping with the facilitation of the program shall not be involved in the clean-up.
- The dishwasher is not to be used by the residents. Using the dishwasher could result in the loss of future cooking programs.
- The garbage must be emptied at the end of the program.
-

s.15

Burnaby Youth Custody Services

Program Procedures

Provincial Policy Reference: [Sec I](#)

Library Program

- Each unit will be scheduled weekly access to the library. Residents may attend no matter what level they are on in the incentive system.
- Residents are expected to keep the library neat and tidy at all times. Any residents failing to comply in this regard, may lose their privilege to access the library.
- Residents are allowed to sign out 2 books only (no magazines).
- Food and/or drinks are not allowed in the library.
- Residents are to abide by all BYCS rules posted in the living units while in the library.
- Residents may utilize the library to read quietly or finish homework (as scheduled).
- The Librarian / Youth Supervisors are in charge of the library at all times.
- Residents may return books to the library during any scheduled visit.
- Only Youth Supervisors/Program Officers trained to sign in/out books may do so. All volunteers working in the library have been trained in the sign in/out process.
-

s.15

Burnaby Youth Custody Services

Program Procedures

Provincial Policy Reference: [Sec I](#)

Model Building Program

- The Model Building program takes place in the arts and crafts room.
- The Program Officer will ensure all necessary tools and supplies are set up prior to the program. All model club models, tools and supplies are in a labeled box, with an accessory sheet on top, located in the back Art room storage. All items will be counted and documented prior to and following the program
- Residents must sign up for the program with the Program Officer. Residents must be on level 4 to be eligible to participate in this program.
- The model program can include a maximum of 7 residents from various units (HRL must be reviewed to ensure no-contacts are considered).
- Residents wishing to purchase a model must submit a Special Request Form to the Program Officer, who will ensure the youth has adequate funds, and purchase the model for him/her.
- Paint thinner can be provided to residents in small quantities, and the remainder must be secured in the cabinet. At the end of the program, all used paint thinner must be collected and disposed of by the Program Officer.
- The Program Officer will ensure the arts & crafts room is tidy and orderly prior to leaving the area.
- s.15

Burnaby Youth Custody Services

Program Procedures

Provincial Policy Reference: [Sec I](#)

MPR #1 Protocol

- Only level 4 residents from the scheduled unit may attend MPR#1 to a maximum of 6 residents.
- No food or drink items are allowed in MPR #1.
- Level 4 residents signed up for other optional “sign up” programs cannot opt to go to the MPR #1 instead.
- Youth Supervisors for a particular unit must inform the Pod SYS and Control when residents are attending MPR #1. The SYS must first check the MPR#1 and clear it prior to level 4 youth being permitted to attend.
- SYS will document date, time, residents name and condition of the room in the log book, located in the standing cabinet.
- Control shall designate one monitor camera #139 to supervise when MPR is in use.
- If a unit is scheduled for MPR #1 but does not have any residents on level 4, the time slot will not be taken by another unit – it will remain empty.
- When the program block is over, either the SYS or Control will notify the residents.
- They will be directed to tidy up the program area. The SYS will attend the MPR, check for cleanliness, security breaches and/or tagging/graffiti, and once cleared, the youth may return to their designated unit (no escorting staff necessary – can be facilitated via Control).

Burnaby Youth Custody Services

Program Procedures

Provincial Policy Reference: [Sec I](#)

Nail Program

- The Nail program is run in both Asperity and Emerald units at the unit staff's request, during free time.
- The supplies for the program are kept in the Program Supervisor's office (on top of the lockers in a file box labeled "nail program") with an accessory sheet attached. Youth Supervisors must ensure all items in the supply kit are accounted for prior to and following the program and documented as such on the accessory sheet.
- All residents on unit, no matter what their level on the incentive system, are permitted to participate in the program.
- The Youth Supervisor coordinating the program is encouraged to participate, if appropriate, and teach the residents proper techniques in nail care.
- The Youth Supervisor will be responsible for contacting the Program Department when a supply item is used up/empty. The accessory sheet should be adjusted accordingly.
- The Youth Supervisor will be responsible for ensuring all supplies are present and accounted for at the end of the program, prior to returning the Nail Program Box to the Program Supervisor's office.

Burnaby Youth Custody Services

Program Procedures

Provincial Policy Reference: [Sec I](#)

Night Hoops Program

- The Night Hoops season runs from January to mid April.
- Practices and games will be scheduled on the afternoon program schedule. The schedule for the season is posted on the white board in the Program Supervisor's office.
- On scheduled game nights, the gym will have to be set up by the Program Officer at 1830. The Program Officer must ensure the gym floor is clean – if necessary, a resident can assist by sweeping the floor.
- The Program Officer will then get 2 benches out of the right gym storage area and place one bench on each side of the gym, adjacent to the baskets.
- From the left gym storage area, the Program Officer will get a table, 2 chairs, the timer clock, the Night Hoops runners and the game balls. The table and chairs are set up on a diagonal straddling the left gym storage door, as a power plug needs to be accessible for the timing clock.
- The timers will also require a game score sheet, which can be found on the clip board in the Rec. Office adjacent to the fitness room, on a clipboard on the desk.
- The Program Officer will also ensure 10 water bottles for each team (located in the Rec. Office) are placed by each bench. The players will be called to the Secure Rotunda at 1900.
- Game jerseys will be distributed to the players at this time (jerseys located in the Program Supervisor's office on the shelf).
- The game starts at 1930.
- The Night Hoops program is supervised by one Program Officer (coach) and a Youth Supervisor, when available.
- The opposing team roster will be faxed to the Program Department one day in advance, and the Program Officer is responsible for checking all names on CORNET, including coaches and referees.
- Ex-residents or youth currently involved in the Youth Justice System (currently on probation or bail) are not permitted into the Centre to play, unless approved by the Director of Programs.
- The opposing team will enter through reception, and will be signed in by the Control/Prowl Officer or Program Officer.
- All personal items will be locked in the lockers in reception.
- The opposing team will be escorted by the Control/Prowl or Program Officer to the gym, and back to reception following the game.
- After the hand-shake at the end of the game, the opposing team will immediately vacate the gym.
- After the game, one of the residents will be assigned the task of collecting all the jerseys, and taking them back to their unit to be laundered. They will be returned to the Program Officer once cleaned.
- The residents are expected to demonstrate good sportsmanship and positive behavior throughout the game.
- There will be zero tolerance for any unsportsmanlike conduct or misbehavior. The resident may be removed from the gym, if appropriate.

Burnaby Youth Custody Services

Program Procedures

Provincial Policy Reference: [Sec I4](#) pg. 13-15

Obstacle Course Program

The obstacle course is located on the program field.

- Units must be scheduled to attend the obstacle course.
- A maximum of 8 residents can attend the obstacle course at once. All attending should be motivated participants.
- Staff utilizing / supervising the obstacle course must have received an orientation on the obstacle course safety precautions, rules, regulations and expectations of the residents.
- There will be zero tolerance for resident non-compliance in this program area.
- Supervising staff must explain and demonstrate the correct ways to negotiate all obstacles before allowing residents to run the course.
- Residents are not permitted to bring pencils, pens or any food items to the obstacle course program area. Water is available in this program area.
- Units already scheduled for another program will not be eligible to attend the obstacle course until they have a free block.

Burnaby Youth Custody Services

Program Procedures

Provincial Policy Reference: [Sec I](#)

Outdoor Program Protocols

- Female residents are not restricted from using the basketball court or track & field when there is a group of male residents on the adjacent outdoor program area. Youth should be made aware of behavioral expectations prior to attending the program area.
- Youth Supervisors supervising the track and field area must provide dynamic supervision while covering the area. Youth are not permitted to climb the goal posts, and should be encouraged to stay away from the fence.
- All balls and program equipment must be picked up and put away prior to leaving a program area. All garbage must be picked up and put in the trash bins provided.
- When attending outdoor program areas, YS must ensure youth are aware they are expected to attend, and if they choose not to, will be deducted points and locked for the duration of the program. YS should also have a particular activity in mind for the program area. YS should be active and present with the youth while doing the planned activity.
- Youth Supervisors may not read novels, magazines or newspapers when supervising youth in program areas.

Burnaby Youth Custody Services

Program Procedures

Provincial Policy Reference: [Sec I](#)

Photo Program

- The Photo program takes place on the last Saturday of each month. Weather permitting, the program is held in one of the courtyards. If raining, the program is held in the gym.
- A maximum of 7 residents can sign up, per session (if more than 7 residents are interested, the selection should be based on those residents on higher levels in the incentive system).
- One of the secure custody Program Officers supervises this program. The youth are called to the designated program area one at a time, the photos are taken (by the Program Officer), then the photos are printed and distributed as determined by each resident.
- Residents on level 1 or serving an assessment, or disciplinary transfer are not eligible to attend/participate.
- The residents are permitted to have a maximum of 5 pictures taken of themselves (no other residents can be in the picture), at a cost of \$1.50 per picture.
- Each youth attending the program must complete a special request form for their purchase.
- Group pictures are not permitted. Gang related poses/gestures are not permitted.
- Each picture must be of one resident only. Any identifying insignia (ex. tattoos) must not be visible in the photos. Poses should be in good taste.
- The pictures will be printed by Program Staff. The digital camera and photo printer for this program are located in the Program Supervisor's office in the bottom drawer of the filing cabinet.
- Each photo will be signed on the back by the corresponding resident.
- Residents may mail the pictures to family members on their contact list only (no exceptions).
- While in the program, the youth must fill out the addressed envelope and submit it to the Program Officer.
- The Program Officer will be responsible for ensuring the mail is logged and mailed.

Burnaby Youth Custody Services

Program Procedures

Provincial Policy Reference: [Sec I3](#) pg. 8-12

Religious & Spiritual Programs

- When a youth requests to see a chaplain, the request shall be communicated to the chaplain as soon as practical, and the chaplain shall arrange for the youth to be visited no later than one week after receiving the request.
- Youth in separate confinement may require frequent visits from the chaplain. Youth serving separate confinement orders shall be permitted to attend regular religious services where the ADO is satisfied the attendance won't jeopardize the security of the centre, or cause disruption of the service.
- All youth in custody have a right to access members of a clergy and/or spiritual advisors of any group, as long as the group is an organized religious group with a positive spiritual attitude, and the particular belief is deeply held by the youth.
- Where a religious group meets the criteria above, a youth has the right to receive any publications from that group, observe dietary practices, possess and wear symbols of the group and follow any practice prescribed by the group (provided there isn't a threat to the safety, security or good order of the centre).
- No youth shall be required to participate in any religious service against the youth's will.

Burnaby Youth Custody Services

Program Procedures

Provincial Policy Reference: [Sec 19](#) pg. 25-28

Gender Specific Programming

- The Ministry is committed to affording male and female youth the opportunity for equal access to general program services and facilities.
- Female youth will be housed in female only living units and will generally attend gender specific programs.
- In order to protect the privacy and dignity of female residents, female youth will be supervised exclusively by female staff while on living units.
 - Where it is not possible to have same gender staff, same gender staffing will be provided during wakeful hours, particularly during supervision of the shower/washroom area.
 - Male staff shall be permitted to work in female living units only to the degree human dignity and privacy are not compromised and only for brief periods (ex. to cover breaks).
- Female youth on escorted R/L's shall be supervised by a female staff member.
 - The only exception is in the case of an emergency medical leave, where no female staff are available, and a delay in transport would place the youth at further risk.
- Wherever possible, gender specific programs will be provided for female youth in custody.
- On occasion, co-educational programming may be appropriate, and should be assessed on a case-by-case basis, and approved by a Director or Deputy Director.

In determining whether or not it is appropriate for male and female youth to participate in a program together, the following must be considered:

- Possible level of physical contact between youth (ex. sporting activities)
- Level and type of security in place (level of staff supervision / cameras, etc.)
- Availability of other gender specific options (is the program a "one off" opportunity to see, for example, a guest speaker only on site for a limited time)
- Co-educational programming may be included on a youth's service plan, with rationale for such programming.

Where co-educational programming is deemed appropriate, the SYS must ensure:

- There is an appropriate level of supervision in place during program
- The separation of male and female youth is planned (ex. pre-determined seating arrangement)
- Females are advised, in advance of the program, behavioural expectations, guidelines for participation and appropriate exit measures, should they be necessary.

****There is zero tolerance towards any type of sexual touching between youth.**

Burnaby Youth Custody Services

Programs

Provincial Policy Reference: [Sec 18](#) pg. 23-24

Incentive Program – Token Economy

- Weekly incentive program calculations are conducted each week on Tuesday nights.
- Youth Supervisors working the afternoon/evening shift are required to complete BYCS Progress Logs and Canteen Request Forms for each youth.
- Master tracking sheets are on glass, and are designed to assist with wage calculations.
- The incentive system is based on a level system, level 4 being the top level, and level 1 associated with those youth serving consequences for behavioural infractions.
- Youth newly admitted to custody start on level 2 week 1. Youth transferring to Burnaby from another Centre will have their level determined in consultation with the transferring Centre (this information is usually ascertained by the Case Management team).
- Youth must be on level 2 for two complete weeks before advancing to level 3 (as levels are only calculated Tuesday nights; if a youth was admitted to custody mid-week, he/she may have to complete more than 2 weeks to advance to level 3). They must remain on level 3 for a minimum of two weeks before advancing to level 4 (must achieve 260 points to do so).
- Youth can earn a maximum of 20 regular points per shift (as determined by the Youth Supervisor scoring each youth's peer and staff relations, hygiene, work skills and school and program participation).
- A rating scale is located on the bottom of the BYCS Progress Log, which details the number of points a youth must achieve to maintain each level.
 - For example, if a youth is admitted to custody on level 2, he must achieve a minimum of 150 points in a week to maintain that level. If he successfully achieves 150 points, he must remain on level 2 for one more week, and earn at least 200 points, before advancing to level 3

Scenario #1 – Calculating Regular Points Only

- To calculate weekly points for a youth who earned regular points throughout the week (no assessment points), the Youth Supervisor must total the points on the left hand side of each side of the BYCS Progress Log, and record the weekly total at the bottom of side 2.
- The Youth Supervisor must refer to side 1 of the form to see what level the youth is on, to determine the amount of money the points must be multiplied by. The bottom section on side 2 of the Progress Log form indicates the different values to be applied to the respective levels. For example, if a youth is on level 2, and earns 150 points, $150 \times .04 = \$6.00$.
- Youth can also earn a maximum of 5 bonus points per shift. The number of bonus points earned each day must be totaled up on Tuesday night, multiplied by the appropriate amount according to their level, then added to their regular earnings. For example, using the example in #2 above, if the youth earned 25 bonus points, $25 \times .04 = \$1.00$. This would make his weekly total earnings \$7.00.

- Bonus points do not count towards determining the youth's level – only regular points are calculated to determine the level.

Scenario #2 – Calculating Points when a youth has been De-Staged

- If a youth started the week (Wednesday) on level 3, and was de-staged on the following Sunday, points would be calculated separately. From Wednesday until Sunday, points would be added up and multiplied by level 3 wages (ex. $150 \times .06 = \$9.00$) and from Sunday to Tuesday, points would be totaled and multiplied by level 2 wages (ex. $100 \times .04 = 4.00$). The two amounts would be added together to determine the youth's total earnings for the week (ex. $\$9.00 + \$4.00 = \$13.00$). Any bonus points earned would be added up and calculated similarly – according to the youth's level at the time of earning the points.
- The youth's level would be determined by applying the Rating Scale to the number of points the youth earned the entire week. Using the example in #1, if the youth was able to earn 200 or more points, he would be on level 3 the following week.

Scenario #3 – Youth Receives Assessment Points

- If, for example, a youth started the week (Wednesday) on level 3, and received an assessment on the following Sunday for 60 points, all points would be calculated to determine the youth's wages for the week (total points $\times .06$). To determine the youth's new level, the YS must add the points the youth earned for the week, and subtract the total assessment points.
- Referring to the example above, if the youth earned a total of 200 regular points for the week, and received a 60 point assessment $200 - 60 = 150$. With 150 points being the reference point to determine the youth's level, according to the Rating Scale, he would start the next week on level 2, week 1.
- If the youth earned multiple assessments during the week, and the number of assessment points exceeded the number of points earned, that negative number would represent the amount of points to be carried over the following week (and documented on the top of the Progress Log).
 - For example, if the youth received a 60 point assessment Wednesday, a 90 point assessment Friday and an additional 90 point assessment Sunday, he would have a total of 240 assessment points for that week. If he only earned 180 points that week, $180 - 240 = -60$. 60 points would be recorded on the next week's total assessment points carried over section.
 - For the week the youth received multiple assessments, his wage earnings would still be calculated the same (# of points \times level amount) UNLESS THE YOUTH IS ON LEVEL ONE, IN WHICH CASE THE POINTS COUNT TOWARDS DETERMINING THE NEW LEVEL, BUT THE YOUTH DOES NOT EARN MONEY.
- Any time a youth is on level one, he/she may request a review on Saturday. The Senior Youth Supervisor is responsible for reviewing the youth's Progress Log from Wednesday to Saturday.
- The youth must achieve at least 100 points, and have no negative comments in his Progress Logs, to advance to level 2 week 1 for the remainder of the week (until Tuesday night).
- If a youth is reviewed by a SYS and raised to level 2 on Saturday, and has enough points Tuesday night to remain on level 2 (minimum 150), he will remain level 2 week one. Youth must do seven days on week 1 before advancing to week 2.

To Complete Incentive Program Paperwork

- Tombstone information for all youth must be completed by Youth Supervisors on the blank BYCS Progress Logs provided (including youth's name, unit, CS#, date range, level and corresponding week. YS must also note if any assessment points are being carried forward from the previous week).
- Youth Supervisors must also complete the Canteen Request form by filling each youth's name, CS#, unit and their total spend money for the week.
- The morning YS is responsible for signing the bottom of the form, once they check the youth's spending with the amount they have available to spend.
- Level threes and fours may fill out a separate form (SPECIAL REQUEST FORM) Wed. morning, using the money or a portion thereof made during the week, to purchase "enhanced canteen." This is a separate list of items procured through the programs dept.
- If a youth owes damages, half of his canteen earnings go to pay off the damages each week until the debt is satisfied. If the youth is on separate confinement, ALL of his money earned during the week goes toward the debt.
- If a youth has attained level three or four, but owes for damages, he may spend half earnings on regular canteen, but NOT on enhanced canteen.
- Youth Supervisors must also enter all information onto an electronic master sheet (**Refer to Appendix**), including the youth's names (alphabetical order), CS#, level/week, regular and bonus points, rate per point, any additional earnings (paid chores, Bursaries), less damage assessments (a maximum of 50% of a youth's total spending must go towards damage assessments, as identified in the Compensation Chart published by the Trust Accounts clerk), allowed spending and their new level/week.
- A hard copy of this document must be produced and forwarded to the night shift SYS.
- The SYS is responsible for reviewing the information on the master tracking sheet, and signing it acknowledging accuracy.

Miscellaneous Incentive Program Information

- If a youth has not been given any points for the day because he was at court, on an R/L or missed by the Youth Supervisor, the youth is given full points for that time period.
- If a youth is at IAU for a period of time, upon his/her return, he/she will be credited the level he would have been on if he had been in the centre with good points. He /she will not be credited money for time at IAU.
 - If behaviour while at IAU has been problematic, the youth will not advance in levels, and could be dropped (Case Management will provide information regarding youth's behaviour while at IAU).
- If a youth is dropped a level due to poor points, he/she will go to week one of the new level. If he/she does not make enough points to advance to the next level, and is on the second week of level 2 or 3, he will remain the second week of the level he is on.
 - The youth must, however, earn the minimum points for that level to maintain and not drop an additional level. For example, if a youth was dropped from level 4 to level 3 because he only earned 250 points in a week, he would drop to level 3 week 1, and must achieve a minimum of 200 points each week for 2 weeks before advancing to level 4. If the youth did not maintain 200 points, he would drop back to level 2 week one.
- If a youth is on level one, he cannot earn money. As such, the youth cannot be awarded bonus points while on level one.

- The Program Officer is responsible for attending the Fitness Room approximately every s.15 to ensure no damage has occurred and all accessories are accounted for.
 - Any damage should be reported to the Program Supervisor for follow-up.
- Check the video log book, on the program office desk, and pick up videos that have been signed out by units, and ensure they are locked in their respective cabinets s.15
- Ensure all food items; dish rags (in laundry room), dish soap, magic erasers (on shelf in storage room in secure foyer) and paper plates are placed in the kitchen for the afternoon and evening cooking programs. The food for the program is located in the storage room across from the photocopy room in the secure foyer.
 - In the fridge on the left hand side, bags of food items are arranged and labeled by unit, in preparation for cooking programs.
 - Any frozen items that need to be added to the bags are listed on a note on the fridge door.
 - Ensure rear kitchen door is unlocked for staff to access pots, pans and accessories.
 - Once programs are complete, pick up all re-cycling and condiments, and bring them to the food storage room to be re-cycled or put in the fridge.
- Meet and greet all volunteers at reception, and carry any items for their set-up (ex. as piano keyboard or the yoga bag). All volunteers are scheduled and on a list located on the cork board in the Program Supervisor's office.
- If any purchases are made, keep the receipt and place it in the large envelope on the s.15 in the Program Office.
 - Fill out the tracking sheet on the front (Name, amount purchased, reason). This would include video rentals, food purchases, etc. All special request forms can be pinned on the corkboard.
- At end of shift, check all program areas, ensure all cabinets/doors, etc. are secured and note any damages or issues with the program area.
 - Forward all concerns to the ADO.
 - Complete the end of shift report.
 - This report can be accessed on S drive by following the links above (#7) to Programs, then Program Log Book, then select the appropriate date.
 - This information must be saved.
 - This information is forwarded to the ADO, to be added to the nightly shift report.
-

s.15

Burnaby Youth Custody Services

Program Procedures

Provincial Policy Reference: [Sec I10](#) pg. 29-32

Resident Reading, Viewing and Listening Materials

- Regardless of the youth's age, by virtue of being in custody, youth are restricted in their freedom of access to reading, viewing and listening material.
- It is the responsibility of the Director to ensure material made available to youth does not portray or encourage harmful or criminal behaviour in a favorable light.
- Access to material that is sexual, violent, criminal, promotes hate, drug use, racism or violence and material that is gang-related, are all prohibited.
Regarding reading material, the following magazines are NOT permitted in BYCS:
 - Source
 - King
 - Scratch
 - XXL
 - FHM
 - Maxim
 - Low Rider
 - S.I. Swimsuit
 - Tattoo
 - Easy Rider
 - In the Wind
 - Respect
 - *Anything pornographic
- (This list is not exhaustive – any magazine not on the list that contains inappropriate content, as detailed above, will not be permitted in the centre.)
- Regarding videos, movies rated “restricted” or “18A” shall only be shown to youth if the artistic or thematic merit of the film clearly outweighs depictions of violence or sexuality.
 - This must be approved by a Director.
 - In general, all videos shown to youth in custody should be rated either G, PG or 14A.

Burnaby Youth Custody Services

Programs Procedures

Provincial Policy Reference:

School Coordinator Duties

If filling the School Coordinator position, please ensure the procedures below are followed:

- s.15
- Check in with the ADO, and pick up the daily Internal Classification List (ICL) and the most recent High Risk List (HRL).
- s.15
- Conduct a security check of the area prior to any movements (including the washroom, the home ec classroom) and report any damages, missing items or security concerns to the SYS.
- Provide Control with 2 copies of the day's school/program schedule.
- At 0715, escort Health Care nurse to secure custody units to facilitate medication distribution.
- At 0810, announce a 5 minute warning, via portable radio, to alert Youth Supervisors school program will be commencing. Announce 5 minute warnings for all subsequent class changes.
- The School Coordinator is responsible for coordinating all school/program movements for Secure and Open Custody.
 - Ensure you are aware of all no-contacts, and plan unit movements accordingly.
 - Move the school gym program first, then continue with remaining unit movements.
- Limit class switches for youth, unless approved by teachers.
 - When allowing switches, always be mindful of no-contacts.
- Using the School Count Sheet (**Refer to Appendix**), ensure all youth on the day's school schedule are accounted for each block, and absences are noted including reason for absence. (For completed examples of School Count Sheet, check the file in the top drawer behind the School Coordinator's desk)
- If a youth leaves a class after the class has started (ex. removed due to behaviour, to attend Dr's clinic, etc.), the movement should be documented in the log book only.
- If the school counselor forwards a new/updated copy of a youth's school schedule, it is to be filed alphabetically in the blue binder in the bottom drawer of the file cabinet.
 - Place the current schedule in the appropriate area, and discard any old schedules.
- Youth requesting to see the school counselor are required to fill out a memo form (located on the file cabinet), which the School Coordinator will forward to the school counselor.
- The School Coordinator is responsible for compiling the school/program schedule sheet (**Refer to Appendix**) for the following day. The school counselor is responsible for ensuring the accurate completion of the school

schedule. The School Coordinator is responsible for completing the program side of the schedule. The program schedule can be accessed on S drive:

- Youth Custody
- Shared Info
- Centres
- Burnaby
- Programs
- School Schedule
- select appropriate day (Monday to Friday)
- Adjust the schedule according to units open/closed, staffing, etc. Using the calendar on the School Coordinator's desk, add programs in the appropriate blocks.
- Print the schedule once completed, but do NOT save changes. This will keep the standard program template blank.
- Print 50 schedules for the following day (ensure to include the school schedule on one side & the program schedule on the other side). Put one copy in each teachers' mail slot in the library office, leave 5-10 in the file cabinet (as extras) and forward the remaining copies to the ADO's office.
 - Chris Lekakis, the head teacher, can assist with access to the library photocopier, or you can use the photocopier near the Program Office.
- At the end of the day, forward a completed copy of the School Count Sheet for the day to Head Teacher and Director of Programs (mail slot near reception).
 - Also place a copy in the Completed School Count Sheet file in the drawer behind the School Coordinator's desk.
- If there are any school suspension letters resulting from incidents, please ensure they are filed appropriately in the top drawer of the file cabinet.
- Place copies of the day's ICL, School/Program schedule in the top drawer of the file cabinet in the appropriate file folder.
- Once the school day is completed and youth have returned to their units, the School Coordinator shall conduct a security search of the rotunda classroom area, report any damages, graffiti or missing items to the SYS/ADO.
 - In particular, the washroom should be checked carefully, and the cupboards in the Home Ec room should be checked to ensure they are locked.

Other Duties:

- If the school counselor requires interviews with youth to enroll in school, you must locate the youth and have him sent to the rotunda.
- Drug & Alcohol counselors may need to see youth not currently in class. They will coordinate the request through the School Coordinator, who will locate the youth, have them sent to the rotunda, and direct the meeting to occur in a classroom NOT occupied at that time.
- Health Care and/or Visits may request your assistance in locating and sending youth to their respective areas.
- Any textile, art or woodwork projects are to be taken to Admissions & Discharge by the School Coordinator, for storage in the youths' personal effects locker.
- The School Coordinator may be required to search youth coming out of visits and/or art.
- On occasion, the School Coordinator may be asked to assist with the coordination of break coverage.
- Assist teachers as required.
- Assist youth as required.

- Newspapers are delivered daily, and can be distributed to classrooms as appropriate.
- School Coordinator will be placed in other day shift positions when school is not running.

Burnaby Youth Custody Services

Program Procedures

Provincial Policy Reference: [Sec 17](#) pg. 21-22

Volunteers

- All program volunteers entering the building, are required to sign-in in reception, clip their BYCS issued ID tag in a visible location and lock all personal items in the lockers.
- Volunteers come into the centre through the Volunteer Coordinator, the Chaplains, Multicultural Worker and Aboriginal Workers.
- If required, either the Volunteer Coordinator or Program Officer will attend reception and escort the volunteer to their program area. The Volunteer Schedule is posted on the cork board in the Program Supervisor's office.
- Volunteers shall not bring in anything or buy anything specifically for the residents, unless it's been pre-approved by the Program Supervisor.
- Residents attending programs supported by volunteers are expected to be polite and respectful.
 - There will be zero tolerance for abusive language, swearing, asking personal questions or invading personal space – with respect to volunteers.
 - Residents non-compliant with staff or volunteers will be removed from the program and locked.
- Volunteers should be contacted, when possible, if a program has been cancelled or cannot be filled.
 - Volunteer contact numbers are listed on the cork board in the Program Supervisor's office.

H - CASE MANAGEMENT

Sunday, April 1, 2012

Burnaby Youth Custody Services

Case Management Procedures

Provincial Policy Reference: [Sec J4](#) pg. 15-16

Placement

- Upon admission to custody, Case Management staff, generally the Classification Officer, will gather information regarding the youth, in an effort to devise an appropriate unit placement for the particular youth.

A variety of factors are taken into consideration in assessing internal classification, including but not limited to:

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- The above factors are also taken into consideration when assessing a remanded youth for appropriateness of placement in Secure or Open Custody.

In determining the most appropriate custody centre within the province (Burnaby, Victoria or Prince George) to place a youth, the following criteria are considered:

- Safety of the public, and security measures at Centres to minimize risk of escape
- Safety of youth and others at intended youth custody centre
- Direction/recommendation from the Court
- Needs of the youth (availability of programs/services, proximity to family, medical and mental health services and proximity of centre to community programs and resources in relation to R/L and release planning).
- Access to legal counsel and pending court appearances
- Availability of space at centres

Burnaby Youth Custody Services

Case Management

Provincial Policy Reference: [Sec J5.02-J5.05](#) pg. 17-19

Bail Reviews

- For all youth detained in custody pending trial, the youth custody PO shall ensure the file is brought forward at the end of 30 days (summary offence) or 90 days (indictable offence) from the date of detention to see if the youth meets the criteria set out in Section 525(1) CCC for bail.

Criteria include:

- Youth is in custody on any other matter
- Trial has commenced or a guilty plea has been entered
- Detention has previously been reviewed
- Offence is one listed in Sec. 469 CCC
- If none of the above apply, the youth custody PO shall complete an Application for Review of Detention and forward it to the Supreme Court to have the matter brought before the Court for review.

Burnaby Youth Custody Services

Case Management Procedures

Provincial Policy Reference: [Sec J3](#) pg. 11-14

Assessments

- Following admission to custody, each youth will undergo a number of assessments, all of which provide the Case Management team with information that assists in identifying each youths' risks and needs.
- The information gathered from these assessments assists the Case Management team in developing Service Delivery Plans for youth appropriate to their identified areas of need.
 - Immediately following admission to custody, each youth undergoes an extensive assessment process with the Health Care team, to address any urgent medical needs, and gather health related information. Youth also undergo a Mental Health assessment within 48 hours of admission to custody, to identify and appropriately respond to any mental health issues.
 - The community Probation Officer completes a Community Risk Assessment, which identifies the needs of the youth, and specifically speaks to those factors related to the offending behaviour of the youth. This assessment is available on CORNET, and plays a significant role in developing each youth's Service Delivery Plan.
 - For youth in custody between 5 and 29 days, a member of the Case Management team, generally the Classification Officer, will complete an Intake Assessment, which reviews information discussed during orientation, summarizes information gathered from the Health Care, Mental Health, previous custody behaviour and a review of the master file and CORNET (Client Logs, Alerts, Community Risk Assessment). Contact is also made with the community Probation Officer (who maintains the role of the primary case manager), the parent/guardian and the youth, to identify any issues, and discuss appropriate service/program referrals to help meet the youth's identified needs. Release plans, or issues around release planning, are also identified at this time.

Burnaby Youth Custody Services

Sentence Administration

Provincial Policy Reference:	Sec J5 pg. 17-26, SecL5 pg. 16-18
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Release Procedures

- Prior to releasing a youth from custody, it must be confirmed the youth's release date is accurate (check Youth Custody Report RTC on top right hand side of warrant file – located in file cabinet adjacent to A & D desk). CORNET should also be checked (Client Document Summary – Sentence Calculation) to ensure the release date is consistent with release information in warrant file.
- The Transport Log Book (located in the A & D office area) shall be checked to confirm release plans for the youth have been written on the corresponding date.
 - Case Management is responsible for preparing release plans and communicating details of plans to the A & D team. The plan should detail the person picking up the youth and the time.
- If the youth is not being picked up, but rather requires transportation, the details of the transportation plan should be detailed in the Transport Log Book (ex. youth requires transportation to Greyhound, to airport, to skytrain, etc.).
 - Scheduled times should be detailed as well, to allow A & D to factor travel time into account.
 - Greyhound bus tickets are located in the safe (A & D staff have access). The ticket information must be completed by the escorting staff.
 - Flight itineraries / e-tickets, for youth requiring escort to the airport, will be documented in the Transport Log and located in the youth's warrant file.
 - Bus and/or skytrain tickets are also located in the safe.
- Health Care should be notified, to ensure all appropriate medications are prepared and handed directly to the responsible adult picking up the youth, by custody staff.
 - If the youth is not being picked up by a responsible adult, Health Care will be responsible for making arrangements with the community for medication follow-up.
- Once the youth's pick-up arrives, or it's time for transport to bus depot, etc., the youth will be called to the Admissions & Discharge area, and will be provided his clothing bag (retrieved from his locker – number noted on bottom right hand corner of Inventory of Resident's Personal Property form).
 - Youth will be permitted to change into his/her personal clothing.
 - The Inventory of Resident's Personal Property form should be removed from the warrant file, and the youth asked to sign the completed bottom section of the form, indicating they have received all their personal items.
 - Small items are not to be handled by the youth until exiting the building or reception area.
 - The form should be placed on the Transport Officer's file cabinet only after BOTH the youth and staff have endorsed the bottom of the form.
- If the youth has funds, they are available during business hours and will be

provided to the youth (as previously arranged by the Trust Account Clerk).

- The youth must sign and date the attached receipt for verification of transaction.
- The signed receipt should be placed in the safe in A & D, for return during business hours to the Trust Account clerk.
- If released after business hours and access to funds has not been previously arranged, the youth must access the centre during business hours either in person, or arrange with the Trust Account Clerk to have a cheque forwarded by mail.
- If the youth is being picked up by a responsible person, they are to be escorted by a Youth Supervisor from A & D to reception.
 - The youth can be provided the bagged small personal effects in reception, and any medications can be handed directly to the responsible person.
- If an ISSP staff is facilitating the release plan, the release process can be completed in Admissions & Discharge, with the exit through the sally port.
- If custody staff are escorting a youth to the airport or Greyhound depot, they should retain a copy of the flight itinerary or the original copy of the Greyhound ticket to provide upon arrival at the airport or bus depot.
 - Custody staff will escort the youth to the ticket counter, ensure the ticket transaction is appropriately processed, and witness the youth either entering the secure area of the airport, or boarding the Greyhound.
 - The escorting officer should remain at the bus depot until the bus departs.
- If the youth is embarking on a lengthy bus or plane ride home, a bagged lunch should be ordered from the kitchen the day previous.
 - Bagged lunches are stored in the fridge in the A & D area, which is locked after hours.
 - If necessary, food items can be retrieved from the kitchen to assemble a lunch for the youth.

Burnaby Youth Custody Services

Case Management Procedures

Provincial Policy Reference: [Sec J5.13-5.21](#) pg. 23-26

Service Delivery Plans

Initial Service Delivery Plan

- Within 45 days of admission to custody, an Initial Service Delivery Plan will be developed by the assigned custody PO, which is a written, individualized, time limited, goal oriented plan specific to each youth.
- The plan is based on all assessment information previously gathered (intake assessment, Health Care/Mental Health assessment, etc.), as well as consultation with the youth, the parent/guardian, the community PO and other involved parties.
- The plan includes:
 - Goals to be worked towards while in custody.
 - Involving the youth in programs and activities to help youth achieve goals.
 - Referral to specialized services, as appropriate.
 - Time limited targets related to goals and objectives.
 - Anticipated plans for release.
- The Initial Service Delivery Plan shall also include a plan for least restrictive service:
 - Internal classification
 - Bail reviews, where appropriate
 - Movement from secure to open custody
 - Eligibility for reintegration leaves
 - Early release from custody to conditional supervision.
- The assigned custody PO shall also:
 - Identify key dates for court reviews
 - Specify objectives to be achieved prior to receiving support from custody and community PO's
 - Describe programs and services that will assist the youth in meeting objectives.
- The plan shall be posted on CORNET (shared with community PO & key worker), and made available to the parent/guardian.

Monthly Service Delivery Plans

- The assigned custody PO shall ensure a monthly Service Delivery Plan review is prepared, in consultation with the youth and the parent/guardian, and reports on the youth's progress in custody.
- The review should detail the youth's progress in relevant programs and activities, a summary of the youth's behaviour, changes in community situations related to the youth, progress towards goals, need for other programs or services that may benefit the youth, ongoing assessment of least restrictive interventions, release planning and any other relevant information.

Termination Service Delivery Plan

- A final Service Delivery Plan review must be completed on youth that leave custody (transferred to an adult centre, released early upon review, escape,

or satisfied custody portion of sentence).

- The report must be completed within 30 days of release from custody, and describes progress made by the youth while in custody.
- The report should also address unresolved issues or concerns, reasons for transfer, movement, early release or recapture of the youth.
- The report should also identify any services, programs, concerns or issues that require follow-up in the community.

Burnaby Youth Custody Services

Case Management Procedures

Provincial Policy Reference: [Sec J5](#) pg. 17-26

Responsibilities and Procedures

Community Probation Officer

While youth are in custody, their community PO retains responsibility as primary case manager. This means they will work with the custody PO to ensure:

- Appropriate community participants are involved in the development of the Service Delivery Plan
- Identified program needs are addressed while in custody
- They are updated with respect to completion of programs while in custody
- They address youth's eligibility for court involvement in any kind of early release from custody.
- They address the appropriateness and implementation of re-integration leave in the Service Delivery Plan.

Custody Case Manager

- Generally, the Case Management role for youth in custody will be assumed either by the custody PO or the Case Management Coordinator. The Classification officer may also assume case management responsibility for a limited caseload. The custody Case Manager's responsibility is to support the primary case manager's plan, by providing continuing direction, guidance and advice to the key worker and service providers working with the youth, regarding the service and integrated case planning process.
- Specifically, the custody PO will:
 - Develop an Initial Service Delivery Plan (within 45 days of admission to custody) by liaising with the youth, the parent/guardian, the key worker, the community PO, police, Crown Counsel and other service providers regarding the development and implementation of the Service Plan.
 - Coordinate ICM's for youth in custody as necessary.
 - Identify programs and services for youth
 - Review appropriateness of youth's placement internally (within BYCS), provincially (Burnaby, Victoria or PG) or within the youth justice system (transfer to adult or consideration for early release).
 - Liaise with all involved parties in the development of the youth's release plan, and address areas requiring community follow-up (ex. Enroll in school program in community to finish outstanding courses).
 - Provide ongoing monitoring of youth's progress and provide a monthly written update to custody staff, the community PO, the parent/guardian and any member of the ICM care team, as requested.
 - Provide a termination Service Delivery Plan within 30 days of release to the community detailing progress in custody, areas requiring community follow-up and release details.

Custody Key worker

- Upon admission to custody, general case management of youth will be the responsibility of Case Management staff.
- Once a youth has been in custody 30 days, he will be deemed "long term" and a specific member of the Case Management team will be assigned

responsibility for service plan development, and a custody key worker will be assigned.

- Key workers can be assigned in a number of ways, including a youth supervisor volunteering to work with a specific youth, or work with any youth not assigned to a key worker, or the staff member may be assigned by their Senior Youth Supervisor to work with a specific youth.
- Ideally, each long term youth will be assigned a primary and secondary key worker, with the intention the secondary key worker cover the completion of the assigned responsibilities in the absence of the primary key worker.

Key worker responsibilities include:

- Assisting youth to understand information included in the orientation material (rights and responsibilities, rules, consequences).
- Acting as a support, advocate and role model for the youth.
- Supporting the Service Plan for the youth, by connecting them to appropriate activities and services within the centre.
- Helping the youth make application for re-integration leave and early release, in consultation with the custody case manager.
- Attend and participate in ICM's as necessary.
- Provide monthly written summaries detailing youth's progress, involvement in incidents, accomplishments, concerns, etc.

Family and Youth Involvement

- All efforts will be made to involve the youth and the youth's parent/guardian in the case management process. Ideally, they should be encouraged to be involved in assessments, service planning and re-integration leave.

Burnaby Youth Custody Services

Case Management Procedures

Provincial Policy Reference: [Sec J7.05-7.06](#) pg. 30

Resident Unit File

- Upon admission to custody, the Admissions & Discharge department will compile the following documents into each youth's unit file:
 - Face Sheets
 - Youth Incentive Program (Progress Logs) – **Refer to Appendix**
 - BYCS Professional & Personal Log form – **Refer to Appendix**
 - Incident Report Log form – **Refer to Appendix**
 - Room Occupancy Sheet – **Refer to Appendix**

Youth Supervisors:

- Are to ensure each youth's Progress Log tombstone information is complete with a name, CS# date range and current level.
- Youth Supervisors are also to make legible written entries on each Progress Log form at the end of each shift.
- This entry should be a detailed summary of the youth's behaviour, any staff observations and any issues or concerns for that shift.
- Youth Supervisors shall ensure youth are aware of their behaviour on a daily basis.

Senior Youth Supervisors:

- Are required to review and sign all resident unit files to ensure complete and appropriate entries at least once each block.

Youth Transfers:

- When youth are transferred to different units, their unit file is to move with them.
- The youth are not to have possession of theirs or any other resident unit file.
- Youth Supervisors are to ensure the files are moved.
- When youth are transferred to a different Centre, their unit file should be delivered by a staff member to Admissions and Discharge.

Youth Release:

- Unit files are to remain in the living unit until the following Tuesday, for weekly incentive calculations. Once completed, the unit file should be delivered to the basket in Case Management for filing.

Youth Access to Files:

- Residents may request access to their unit or master file by contacting the Case Management Department. CM personnel will formally follow-up with each youth request.

Burnaby Youth Custody Services

Case Management Procedures

Provincial Policy Reference: [Sec J7](#) pg. 29-37

File Management

- In BYCS, all master files for youth either in custody, or previously in custody, are stored in the file room located in the Case Management department.
- All master files that leave the secure Case Management area must be signed out in the log book located on the desk.
- If files leave the centre (ex. via sheriffs when a youth is transferred, or to the Executive Office), they will be logged out on CORNET by either the file clerk or Records Officer.
- **Master files** contain all documents and information related to the sentence administration and case management of youth admitted to custody, and are stored in the Case Management area.
- **Warrant files** contain all legal documents and those related to sentence administration, and are stored in Admissions & Discharge when the youth are in custody, and are amalgamated with the master file when the youth is released from custody.
- **Unit files** contain working progress logs, client identification sheets, telephone logs, etc. and are kept in the youth's living unit while in custody, and amalgamated into the master file when released from custody.
- Medical files contain all health care and mental health information, and are stored in the Health Care station. Other than the sharing of Health Information sheets, medical information is kept separate and apart from master file information.
- **Educational files** are maintained by the staff of the Burnaby school board, and are stored within the school program. Other than the sharing of school schedules and report cards, educational information is kept separate and apart from master file information.
- Trust account records are maintained by the business administrative staff. Account information for youth in custody is available "view only" on CORNET. All trust records are kept separate and apart from master file information.
- Master files are managed in accordion style folders, and categorized by specific information on the left and right sides.
 - The left side of the file includes youth identifiers (Client Identification sheet) and all legal documents relating to the youth (including warrants of committal, warrants of remand, R/L applications, etc.).
 - The right side of the file contains various Case Management documents including running records, PSR's, monthly Service Delivery Plans, progress logs, etc.
 - When youth are released from custody, the warrant and unit file information are all amalgamated into the master file.
- With respect to transfers, the youth's file follows the body. Internally, if a youth is moved from one unit to another, the SYS or YS will ensure the youth's unit file follows him/her to the newly assigned unit. If the youth is transferred to another youth custody centre, the master file, warrant file and unit file are transferred with him/her. The medical file is also transferred to the receiving centre, educational records are exchanged through the school board staff and trust account information is accessed on CORNET.

Burnaby Youth Custody Services

Case Management Procedures

Provincial Policy Reference: [Sec J2](#) pg. 6-10

Admissions

For each youth admitted to custody, the following case management processes will occur:

- Upon admission, Admissions & Discharge staff will check to ensure a master file exists for the youth, and retrieve any relevant file information.
- The community Probation Officer, who maintains primary case management responsibility for the youth, will notify the custody case management team regarding any pertinent information (suicide, mental illness, medical problems, etc.) and update the custody centre with any information that will assist in the ongoing case management of the youth (community contacts, release plans, service/program referrals).
- The custody probation officer will determine whether documentation holding youth in custody is lawful, and if not, ensure youth is connected with legal counsel, and ensure the community PO, Crown, the Director and Youth Justice Policy and Program Support are notified as appropriate.
- On behalf of the Case Management team, the classification officer is generally responsible for ensuring each youth admitted to custody receives a formal orientation (detailing rights and responsibilities, rules of conduct, definition of escape, consequences for breaching rules, complaints process, etc.) within 5 business days.

Burnaby Youth Custody Services

Case Management Procedures

Provincial Policy Reference: [Sec J8](#) pg. 38-43

Records & Information Sharing

The community Probation Officer for youth in custody is acknowledged as the primary case manager, and as such, will normally be responsible for sharing case management or other information regarding youth in custody with individuals outside the custody centre.

Where appropriate, the custody Probation Officer can disclose information to persons outside the youth custody centre.

Information should only be shared on a need to know basis for the following purposes:

- To assist in the preparation of a report
 - To ensure compliance with a court order
 - To ensure the safety of the public (or groups within it)
 - To facilitate the rehabilitation of the young person
- Records and information disclosure are authorized in law – the consent of the youth to whom the information relates is not required.
 - This access to youth records does not include access to Health Care records. No person other than the youth to whom the record relates or the Representative For Children and Youth shall be provided access to medical records.
 - ICM's: Youth custody centre employees and contracted service providers are expected to share program information in the course of their duties for purposes of effective case management, youth safety, effective supervision, and the rehabilitation of the young person.

Releasing Copies of Files:

- Where a person or agency has requested access to all or part of a youth's record, the Case Management supervisor shall ensure the person requesting access is authorized to do so.

Before releasing a copy of the file, the following information must be removed:

- Information that identifies another young offender
 - Information harmful to the youth or a third party
 - Reports to Crown Counsel
 - Youth Forensics reports
 - Victim information
 - Any information that could compromise an investigation
 - Any information that could threaten the management, operation, safety of the centre.
- Requests for access to youth records must be submitted in writing and maintained on the youth's file.

Requests from Youth to Review File:

- Youth must make a request in writing to the youth custody Probation Officer if

they wish to review their master file.

- The PO will determine which information the youth is requesting to review, will remove the information detailed above (a-g) and ensure the youth is supervised and provided privacy while reviewing information.

Media & Public Relations:

- Residents shall not participate in any media activities or public relations activities without the consent of the Director and the written consent of the resident.
- Resident participation in media activities (ex. Interview with a reporter shall only be considered if the request is initiated by the resident, the Director, Executive Director and the public Affairs Bureau are consulted and if it's consistent with Ministry media policy.

Burnaby Youth Custody Services

Case Management Procedures

Provincial Policy Reference: [Sec J6.04](#) pg. 27

Violence in Relationships

- Where offences involve violence in relationships, there is a requirement to ensure for the safety of the victim.

The custody PO, in conjunction with the community PO, must ensure the following:

- The youth is informed the victim will be notified of all information relating to court dates, sentence length, release date, no-contact status and related breaches, and re-integration leave permits.
- The victim is provided with all the information detailed above.
- The victim's safety is paramount.
- Written record of contacts with victim is detailed and maintained (on Client Logs).
- Appropriate Alerts are added to CORNET.

Burnaby Youth Custody Services

Case Management Procedures

Provincial Policy Reference: [Sec J9](#) pg. 44-49

ISSP Check In / Check Out / Working Alone Protocol

- Each ISSP worker must check in either in person or phone into BYCS Control at 778-452-2051.
 - The ISSP worker will give Control his /her name and the start and finish time of their shift.
 - The ISSP worker must check out either in person or by phone (to Control), notifying they have completed their shift for the day.
 - The Control Officer will detail in the Control Log book the following ISSP worker information:
-
- Wherever possible, the ISSP worker should attempt to secure a second professional (PO, SW, police, etc.) when conducting a home visit.
 - Prior to a home visit, the ISSP worker will, at his/her discretion, contact BYCS control and provide the following details:

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- When arriving at home visit, the ISSP worker shall prioritize their own personal safety by familiarizing themselves with escape routes in the event of an emergency.
 - If a client or family member becomes aggressive or abusive, the ISSP worker should attempt to de-escalate the situation and when appropriate, terminate the visit.
- The ISSP worker will contact BYCS Control should the visit extend beyond the estimated departure time.
- The ISSP worker will contact BYCS Control when the visit has concluded.
- If the ISSP worker does not report to BYCS Control within the estimated time frames, Control will attempt to contact the ISSP worker. If attempts are unsuccessful, the appropriate police department will be contacted and assistance requested.

I - ADMISSIONS & DISCHARGE PROCEDURES

Sunday, April 1, 2012

Sunday, April 1, 2012

Burnaby Youth Custody Services

Admissions & Discharge Procedures

Provincial Policy Reference:	
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How to Temporarily Transfer a Client In or Out of an Institution

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Sunday, April 1, 2012

Burnaby Youth Custody Services

Admissions & Discharge Procedures

Provincial Policy Reference:	
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Internal Location Changes on CORNET

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How to View a Specific Living Unit's Count

s.15

Sunday, April 1, 2012

Burnaby Youth Custody Services

Admissions & Discharge Procedures

Provincial Policy Reference:	
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How to Create an Unscheduled Provincial Transfer

s.15

How to Create an Unscheduled Provincial Transfer

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Admitting a Youth to the Receiving Institution

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Burnaby Youth Custody Services

Security & Control of Residents

Provincial Policy Reference: [Sec R5](#) pg. 20-21

Hospital Escorts

- Admissions & Discharge staff (or the ADO/SYS after hours) will ensure hospital security is notified prior to a youth being escorted to the hospital.
 - Hospital security phone number: **s.15** (BGH).
 - When contacting hospital security, BYCS staff will provide expected time of arrival, relevant security concerns and area of hospital youth will be attending (if known).
- All residents under escort are to be considered a security risk unless informed otherwise by the person in charge.
- All residents will **s.15** to and from the hospital, regardless of custody status, unless otherwise informed by the ADO/SYS.
- Under no circumstances is the escorting officer to leave a resident unattended until properly relieved by another officer.
- The escorting officer is to be in standard form of dress when supervising or escorting a resident. The escorting officer shall also have a charged cell phone (turned on).
- Government vehicles only shall be used when escorting except when an ambulance is used. The escort shall ride in the ambulance.
- Escorts will use one vehicle only when transporting residents to the hospital, unless otherwise instructed by the person in charge.
- All residents are to be **s.15** unless the person in charge instructs otherwise. The youth will be subject to continuous monitoring by the escorting officer.
- If the escorting staff requires a short washroom break, hospital security must be notified, **s.15** only when medical diagnosis or treatment necessitate. (e.g. during surgery).

Radio/Telephone Communication from Hospital

- Escorting staff will contact Control upon arrival at hospital, or at the beginning of the shift.
- Escorting staff will contact BYCS when leaving the hospital.
- Upon arrival at BYCS, Health Care shall be notified immediately, and respond as appropriate.

****All movements and names of escorts must be recorded on CORNET Client Logs.**

****If the movement occurs when Admissions & Discharge personnel are not available, or when the entry on CORNET cannot be made by a qualified Youth Supervisor, the movement must be manually recorded, forwarded to MCF BYCS Admissions & Discharge via e-mail, for accurate time and date entry (as soon as possible thereafter).**

Burnaby Youth Custody Services

Security & Supervision of Residents

Provincial Policy Reference: [Sec R5](#) pg. 20-21

Off Grounds Medical Escorts

- Health Care staff will advise Admissions & Discharge of date, time and location of appointment.
- Admissions & Discharge will document the scheduled escort in the A & D log book.
- A & D will liaise with Case Management to determine the level of security required.
- A & D will advise ADO and Administrative Coordinator of appointment, level of security and staffing needs.
- ADO will be responsible for ensuring escort is covered and occurs as scheduled.

After hours medical runs (emergency) will be coordinated in the following manner:

- Health Care will advise ADO of particulars, with respect to the medical/transport needs.
- ADO or SYS will determine level of security and staffing needs (will liaise with A & D and Case Management, if available).
- ADO or SYS will be responsible for ensuring escort is covered and occurs as soon as it can possibly be accommodated.

Burnaby Youth Custody Services

Sentence Administration

Provincial Policy Reference: [Sec K](#) pg. 1-23, [Sec L3 - L4](#) pg. 8-15

Admitting a Youth to Custody – General

- When youth are transported to BYCS for admission to custody, they are generally escorted by either sheriffs or the police. On occasion, immigration officers may be escorting those held on immigration matters.
- If escorted by sheriffs, they will be held in custody on one or more of the following legal documents: Warrant of Remand, Warrant for Committal (must also have a Warrant of Remand), Warrant of Committal. If escorted by immigration, an immigration detainer will accompany the body. Admission to BYCS under Provincial Statutes such as the Transit Act or Motor Vehicle Act is not allowed as pre-court detention (must have a remand order from the courts).
- If escorted by police (usually VPD or Burnaby RCMP), one or more of the following documents must be provided by the police to give BYCS the authority to hold a youth in custody:
 - Pre-Court Detention Form: **(Refer to Appendix)** must accompany every police escorted admission to custody (generally after hours). This form must be completed in its entirety, with detailed emphasis on the “Reason for Admission” and “Legal Authority” sections. Police and/or Court file numbers must be included, as well as detailed offense information. This form is completed for admissions for all legal reasons: New Charge, Breach of Probation, Breach of UTA, Breach of Bail (Sec 524), Warrant for Arrest, Warrant of Apprehension/Suspension.
 - If VPD or Burnaby RCMP arrest a youth on an outstanding Surrey (or any other jurisdiction besides Vancouver or Burnaby) Warrant for Arrest, the Police must not only complete the Pre-Court Detention form, but also provide a copy of the Surrey Warrant for Arrest. **The Police may not leave the building until this warrant can be produced.**

Breaches:

- Police must complete a Pre-Court Detention form and specify type of breach and associated file numbers.
- Breaches of Probation (Sec 137 YCJA) and Breaches of Undertaking (UTA – Sec 145.3b CCC) are considered new offences.
- If police bring an 18 year old youth in for admission, ensure the offense date is prior to the youth’s 18th birthday. If the breach occurred after his/her 18th birthday, the new offense is an adult offense. If there are no other outstanding youth matters, the youth shall be housed in an adult facility.

Breaches of Supervision in the Community/Conditional Supervision Order:

- Police must complete a Pre-Court Detention form, and provide a copy of the Warrant of Apprehension for Suspension or Supervision in the Community/Conditional Supervision and Order for Remand **(Refer to Appendix)**.
- The Police are required to execute this warrant – if the copy provided by the Police upon admission does not have an executed stamp, admitting staff must use the “Execution” stamp in the admissions drawer, and have the

Police complete and sign all necessary information (date, time, location of apprehension).

- Youth admitted to custody on this type of warrant do not need to attend court or appear before the JP within 24 hours.

Over 18 years of age:

- If the individual is over the age of 18 years, and is brought in on a breach of a youth order (Community Supervision, Deferred Custody, Conditional Supervision) youth custody is justified.
- If the individual is brought in only on a new adult remand, adult custody is justified.

*Endorsed Warrants: **Do not accept.***

- Along with appropriate paperwork, police/sheriffs will also give the Records Officer the youth's small personal items (usually packaged in a secured evidence bag, with an itemized effects sheet attached).
- Prior to signing the police/sheriffs effects receipt form, the Records Officer should ensure all listed items are present and searched.
- The Records Officer will visually and verbally assess the youth for any medical concerns. If there are concerns regarding the youth's fitness for admission, Health Care should be notified to make a formal assessment.
- If Health Care feels the youth requires medical attention prior to admission, the youth will be denied admission, and the police or sheriffs will need to escort the youth to a hospital for follow-up medical attention.
- Following treatment or follow-up by medical practitioners, hospital documentation indicating the youth is fit for admission must be produced by the escorting officers.
- If the admission has long hair, the nurse will be required to check the youth's hair for lice.
- The Records Officer will admit the youth on CORNET, updating tombstone information, alerts, etc. as appropriate. If the admissions is after-hours, and the admitting officer is unable to make data entries on CORNET, the intake information will be manually documented on the Admission Intake Form **(Refer to Appendix)**.
- All clothing and personal effects will be legibly itemized, in detail, on a Clothing Effects Sheet **(Refer to Appendix)**. Ensure brand names (particularly on electronics items) are noted, general condition of items and specific details (color, etc.). Jewelry should be described as "gold colored" not "gold" or "blue stone," not "sapphire." The youth must sign the Clothing Effects Sheet, acknowledging agreement that all personal items have been included and accurately identified.
- Any monies the youth is admitted with will be documented on a receipt (in the receipt book kept in the drawer of the main desk). Ensure the receipt number is noted on the Clothing Effects Sheet. The receipt must contain (printed) the amount of money, the youth's CS #, the youth's name and the date. The youth and admitting staff must sign the receipt. The white receipt copy goes to the youth (placed in small effects bag), and the pink copy goes into a sealed, labeled evidence bag (kept in the drawer), with the cash, and is placed in the safe (located under the counter). If the youth comes in with no cash, a receipt is completed indicating such, and the pink receipt can be placed directly into the safe.
- The admitting staff will print 8 copies of Client Identification Sheets and distribute in the baskets on the wall in the room adjoining the records office (by fridge).
-

s.15

Warrant File), his clothes collected, searched and washed. The youth will be

required to shower. Unless otherwise requested, all clothing is washed.

- Female admissions have the option of retaining in their possession, their personal bra, after laundering. Any item retained in a resident's possession must be signed for (on their Clothing Effects Sheet) and remains the responsibility of that youth.
- Once laundered, all clothing will be hung in a labeled garment bag, and any small item personal effects (jewelry, wallet, keys, etc.) will be secured in an evidence bag.
- A locker number will be assigned and the youth's personal effects will be locked in the locker (small, bagged personal items in compartment on top, clothing bag hanging on hook). The locker number will be recorded on the board in the transport office, and noted on the Clothing Effects Sheet.
- If the admission is after-hours, and access to the lockers is not available, the small bag of personal items shall be placed in the safe s.15 (separate and apart from the pink receipt and cash).
- Once the youth has showered, and changed into institutional clothing, Health Care and Mental Health will be notified and attend Admissions & Discharge to conduct their assessments.
- A unit file will be prepared for the youth (including face sheets, blank progress logs and an IR tracking sheet). The unit file, bedding (2 sheets, 2 blankets, 1 pillowcase), 1 hygiene pack and an orientation pamphlet will accompany the youth to their assigned living unit. Female admissions will receive an additional female-specific orientation booklet.
- A warrant file will be prepared for the youth (including face sheets, Client History Report, Clothing Effects Sheet, Strip Search Log, labels and active legal documents). This file will be placed in the brown basket once the admission is complete.
 - If required for court in the morning, the warrant file shall be placed in the dividers on the counter above the file cabinet.
 - Under no circumstances does the warrant file leave the department until archiving is appropriate.
- Youth have the right to telephone or visit with a parent, lawyer or both as soon as practical following admission to custody.
- The ADO/SYS shall ensure the youth is advised of these rights, and provided access to a telephone call as soon as is practical following the admission process.

Burnaby Youth Custody Services

Sentence Administration

Provincial Policy Reference:	Sec L4.05 - 4.08 pg. 9&10, Sec 5.06 & 5.07 pg. 17, Sec L6 pg/ 19&20
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Clothing & Personal Effects

- Personal effects are properties rightfully possessed by a youth, or properties delivered in his/her name to a custody centre.
- Personal effects are processed and stored by the Admissions & Discharge department.

The following guidelines are in place to manage and limit personal effects:

- Whatever personal effects are brought in with a youth upon admission will be accepted. Any contraband items encountered shall be kept separate and apart, and dealt with according to Contraband protocols.
- All items are to be itemized in detail on an Inventory of Resident's Personal Property form. The youth must sign the form acknowledging accuracy of the inventory, upon admission.
- Where a youth is in possession of a religious item which may threaten the security of the centre, steps should be taken, in consultation with the Chaplain or Aboriginal service provider, to resolve the security concerns in a manner that respects the religious and privacy rights of the youth (ex. turban, medicine pouch, etc.).
- A & D staff will make every effort to send home (or to a specific location) any large, bulky or difficult to store articles.
- Unauthorized items received by mail or brought in by visitors shall be returned or refused.
- Prior arrangements for visitors to bring in or mail personals must be approved by an ADO or they will not be accepted.
- All (prior) approved items brought in by visitors, or received by mail, must be logged on the youth's Inventory of Resident's Personal Property form.
- All items brought into the centre (ex. Suitcase, box, parcel, etc.) are to be opened and searched by a staff member in the presence of the youth, for items of contraband.
- The youth must sign the Inventory form as received.
- Once a youth is released from custody (or escapes), if their personal effects are not retrieved within 3 months after the day of release, transfer or escape, the items are considered forfeited.
- Youth may attend the Centre to pick up their personal items from 0830 to 1630 via reception. Youth, parents or any member of the public, are not to be allowed into the A & D area at any time to retrieve personal effects.
- Reasonable attempts will be made by A & D staff to contact the youth, their parent/guardian or their community PO regarding the abandoned personal items (all attempts to be documented).
- If unable to contact the youth or their parent/guardian, the items will be disposed of.
- A & D staff will document in the youth's file the condition of each abandoned item, a description by color, make, etc. and the manner in which the item was disposed.
- The effects room in BYCS Admissions & Discharge area shall remain locked in the absence of the Transport Officer.

Burnaby Youth Custody Services

Pre-Court Detention & Remand Services

Provincial Policy Reference:

Video Court Procedure

- The contact number for Video Court Room #1 (located in Admissions & Discharge) is **s.15**. The Court will dial up this number at the designated time – A & D staff are not required to phone out.
- The video court time will be documented on the remand order. Prior to the documented court time, A & D staff will phone Sheriff's Services (for the video court location) to confirm the video appearance time. The youth should be called to A & D five minutes prior to the scheduled appearance time.
- Upon arrival to A & D, the youth will be secured in a holding cell until the audio notification from the Video Conference room sounds.
- A & D staff will take the Video Court black binder (located under the back counter above the file cabinet) into the Video Conference room, and complete relevant information on the Video Conference Tracking Log (**Refer to Appendix**).
- A & D staff will escort the youth into the Video Conference room and have them sit on the bench opposite the monitor, between the taped lines. The youth must be supervised directly, for the duration of the proceedings.
- The youth and supervising staff will wait until the judge arrives for court to commence.
- During court, the judge will give a disposition for the resident (ex. remanded, sentenced, adjourned, bail, etc.). The A & D staff will document the disposition in the comment box of the VC Tracking Log form.
- Once the judge indicates the proceeding is completed, the youth will be radioed back to an appropriate location (unit, program, etc.).
- A & D staff will document the disposition on the Court List clip board. A & D staff will also be required to note the time involved (commencing when the youth is called to records up to and including when they are returned to their living unit). This is documented in the "Time Involved" section of the VC Tracking Log.
- If a future appearance is by video conference, the A & D staff will document the youth's name, court jurisdiction and time with the corresponding date, in the Transport Log Book.
 - If a future video court date for out of town court is indicated by the proceedings, and if discussions in court indicate release at the next hearing is imminent, A & D staff should advise Case Management of the imminent release plans, for the purposes of coordinating an in-person appearance with the involved court.
 - A & D staff's role in video court is only to ensure the youth's attendance, and provide supervision while appearing. *They should not address the court regarding anything related to the youth's behaviour, future court dates or sentencing issues. All concerns in this regard should be forwarded to the Case Management team for appropriate follow-up.*

Burnaby Youth Custody Services

Pre-Court Detention & Remand Services

Provincial Policy Reference: [Sec K2.07](#) Pg. 6

Weekend Tele-Bail Procedure

- When youth are admitted to custody on the weekends, they are required by law to appear before a judge or justice within 24 hours of arrest. These are typically referred to as “overnight arrests.”
- If these youth are admitted after-hours Sunday to Thursday, they are scheduled to attend court via sheriff services.
- If they are admitted to custody Friday night to Sunday morning, they will be required to appear via tele-bail process (on statutory holidays, this may also include Sunday night/Monday morning admissions).

The Records Officer will be responsible for the following, in conducting the weekend tele-bail process:

- Review all admission documents with the Justice Centre to ensure accuracy, and update necessary entries on CORNET.
- Duty Council (lawyer for youth) phones in at 0700 to check on overnight arrests – at this time, all relevant information will be passed on (youth’s name, CS#, charges, file #'s, etc.).
- Face Sheets for the youth, as well as the Pre-Court Detention Form, copy of the Warrant for Arrest (if there is one) are faxed to Crown Counsel.
 - Weekend Crown Counsel fax number: s.15 (call first – if Fed matter, Crown Counsel will advise).
 - Federal Crown Counsel fax number: s.15
 - The Justice Centre Court Clerk Office: s.15 (any questions can be channeled through this contact)
- Check youth’s clothing and effects to ensure they have been properly logged and stored. If clothing requires laundering, ensure it is completed as soon as possible, as release at tele-bail appearance is possible.
- Contact kitchen to ensure there are breakfasts for overnight admissions.
- Contact living unit Youth Supervisors to ensure they are aware youth will be required for Court hearing – to ensure youth are dressed and showered.
- Have youth sent to Admissions & Discharge when Duty Council arrives (consult with Duty Council to coordinate times).
- Duty Council will be responsible for initiating and representing the youth through the tele-bail process. The Records Officer will be responsible for providing supervision of the youth, and assisting with the process, as necessary.
- Once hearings have concluded, notify ADO regarding any changes to the count (releases). Return youth to living unit, as it may be some time before documents are processed and faxed from the court.
- When bail orders are faxed in, have youth available to read and sign orders. When the Justice of the Peace calls to review the bail order over the phone, the Records Officer will ensure the phone is nearby, on speaker phone and the youth can clearly hear the proceeding.
- Once bail orders are reviewed and signed, fax the order to the Justice Centre at s.15 Ensure a copy is provided to the youth, and the signed

original is sent by mail to the appropriate court house.

- Once the youth has had the bail order reviewed, and signed, the Records Officer will make necessary release arrangements, by contacting either the parent or guardian. If possible, try to make transportation arrangements for the youth (parent to pick up, ISSP to assist if available or Records Officer to facilitate).
- Return clothing, small item effects and cash to youth upon release. If youth receives money, ensure the youth signs the pink receipt, as having the funds returned, date and staff must print name. Ensure youth signs Clothing Sheet indicating he/she has received all items. If a Youth Supervisor is processing the release, and is unable to access youth's cash in safe, youth will be directed to return during business hours Monday to Friday to retrieve money, or provide forwarding mail address for a cheque.
- Make appropriate CORNET entries reflecting release. If Youth Supervisor is processing release and does not have Records Officer CORNET access, release must manually be documented in Admissions & Discharge log book.
- If youth are not released, but are remanded in custody, Duty Council will ensure youth understands process and outcome, and is responsible for providing appropriate follow-up legal advice. Once tele-bail hearing is complete and Duty Council is done with youth, youth can be returned to his/her living unit.
- Make appropriate entries on CORNET reflecting remand status.
- Add the youth's name to the Court list for the appropriate date (on S drive – Records). The youth's name will also be added to the Internal Classification List (ICL) also on S drive (under Case Management).
- Assign the remanded youth a locker for his personal effects, ensure it is recorded on his Clothing Sheet and the whiteboard in the transport officer's office, and secure personals in locker.
- Contact the kitchen to update regarding lunch and dinner counts based on youth released/remanded.

Burnaby Youth Custody Services

Sentence Administration

Provincial Policy Reference:

Rules when sending a youth to Admissions & Discharge for Court Appearance

- Only soft covered religious books allowed (ex. Bible).
- Court related documents only allowed to be taken to court (ex. letter for Judge or lawyer).
 - Personal papers, phone numbers, etc. must be left in the youth's effects on unit.
 - If anything is brought to records, this will remain in the youth's personal effects until release from the Centre (no in/out privileges).
- No fabric bracelets/anklets are allowed to be worn to court. These shall be removed by youth or cut off by staff.
- Females are not allowed to wear their own personal bras to court. Institutional issue is only allowed.
- Only one layer of clothing is allowed (ex. one t-shirt, one sweat shirt, one sweat pants, EITHER one shorts OR one underwear NOT both, one pair of socks, institutional runners or personal runners without laces). Underwear, shorts and sweat pants are not allowed together. This constitutes a double layer.
- Youth returning from an over-night Out of Town Court appearance, shall shower before return to their unit.
- When confirmed a youth has been released at court, the unit staff shall bag and tag the cell effects, remove any school books and forward effects to Admissions & Discharge. A & D staff shall ensure the inactive cell effects do not contain contraband.

Burnaby Youth Custody Services

Sentence Administration

Provincial Policy Reference:	Sec J5 pg. 17-26, Sec L5 pg. 16-18
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Release Procedures

- Prior to releasing a youth from custody, it must be confirmed the youth's release date is accurate (check Youth Custody Report RTC on top right hand side of warrant file – located in file cabinet adjacent to A & D desk). CORNET should also be checked (Client Document Summary – Sentence Calculation) to ensure the release date is consistent with release information in warrant file.
- The Transport Log Book (located in the A & D office area) shall be checked to confirm release plans for the youth have been written on the corresponding date.
 - Case Management is responsible for preparing release plans and communicating details of plans to the A & D team. The plan should detail the person picking up the youth and the time.
- If the youth is not being picked up, but rather requires transportation, the details of the transportation plan should be detailed in the Transport Log Book (ex. youth requires transportation to Greyhound, to airport, to skytrain, etc.).
 - Scheduled times should be detailed as well, to allow A & D to factor travel time into account.
 - Greyhound bus tickets are located in the safe (A & D staff have access). The ticket information must be completed by the escorting staff.
 - Flight itineraries / e-tickets, for youth requiring escort to the airport, will be documented in the Transport Log and located in the youth's warrant file.
 - Bus and/or skytrain tickets are also located in the safe.
- Health Care should be notified, to ensure all appropriate medications are prepared and handed directly to the responsible adult picking up the youth, by custody staff.
 - If the youth is not being picked up by a responsible adult, Health Care will be responsible for making arrangements with the community for medication follow-up.
- Once the youth's pick-up arrives, or it's time for transport to bus depot, etc., the youth will be called to the Admissions & Discharge area, and will be provided his clothing bag (retrieved from his locker – number noted on bottom right hand corner of Inventory of Resident's Personal Property form).
 - Youth will be permitted to change into his/her personal clothing.
 - The Inventory of Resident's Personal Property form should be removed from the warrant file, and the youth asked to sign the completed bottom section of the form, indicating they have received all their personal items.
 - Small items are not to be handled by the youth until exiting the building or reception area.
 - The form should be placed on the Transport Officer's file cabinet only after BOTH the youth and staff have endorsed the bottom of the form.
- If the youth has funds, they are available during business hours and will be

provided to the youth (as previously arranged by the Trust Account Clerk).

- The youth must sign and date the attached receipt for verification of transaction.
- The signed receipt should be placed in the safe in A & D, for return during business hours to the Trust Account clerk.
- If released after business hours and access to funds has not been previously arranged, the youth must access the centre during business hours either in person, or arrange with the Trust Account Clerk to have a cheque forwarded by mail.
- If the youth is being picked up by a responsible person, they are to be escorted by a Youth Supervisor from A & D to reception.
 - The youth can be provided the bagged small personal effects in reception, and any medications can be handed directly to the responsible person.
- If an ISSP staff is facilitating the release plan, the release process can be completed in Admissions & Discharge, with the exit through the sally port.
- If custody staff are escorting a youth to the airport or Greyhound depot, they should retain a copy of the flight itinerary or the original copy of the Greyhound ticket to provide upon arrival at the airport or bus depot.
 - Custody staff will escort the youth to the ticket counter, ensure the ticket transaction is appropriately processed, and witness the youth either entering the secure area of the airport, or boarding the Greyhound.
 - The escorting officer should remain at the bus depot until the bus departs.
- If the youth is embarking on a lengthy bus or plane ride home, a bagged lunch should be ordered from the kitchen the day previous.
 - Bagged lunches are stored in the fridge in the A & D area, which is locked after hours.
 - If necessary, food items can be retrieved from the kitchen to assemble a lunch for the youth.

Burnaby Youth Custody Services

Pre-Court Detention & Remand Services

Provincial Policy Reference:	Sec K4 pg. 20-23
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Order for Examination & Report

- When youth are ordered by the court to undergo a medical, psychiatric or psychological assessment, this will be conducted by Youth Forensic Psychiatric Services (YFPS).
- If the court determines the youth is required to be detained in custody, for the purposes of facilitating the assessment, they may be remanded to BYCS or directly admitted to YFPS (this will be determined by way of consultation between BYCS Admissions & Discharge and YFPS personnel).
- With respect to documentation upon admission, youth ordered to have a medical, psychological or psychiatric assessment completed are held in custody on the strength of an **Order for Examination and Report (In-Custody)** and an accompanying **warrant for remand** authorizing the confinement of the youth in a youth custody centre.
- The youth can only be remanded to custody for a period not exceeding 30 days.
- BYCS shall admit the youth to custody until YFPS can facilitate the transfer of the youth to complete the court-ordered assessment, and will hold the youth in custody following the assessment until the next scheduled court date.
- If the court's intent is for the youth to remain at YFPS for the duration of the assessment, it will generally be documented on the Order for Examination and Report, and a warrant of remand will not accompany the documentation.

Burnaby Youth Custody Services

Pre-Court Detention & Remand Services / Administration & Management Services

Provincial Policy Reference: [Sec K3.09-K3.11](#) pg. 10-11, [Sec U](#) pg. 12-18

Placement Decisions Regarding Youth with Concurrent Adult Orders

- There are various pieces of legislation, principles and policy which guide transfers and placement of youth in adult correctional centres. *This process is guided by the Youth Criminal Justice Act (YCJA), Prisons and Reformatories Act, the Criminal Code and the Memorandum of Understanding (MOU) with the Ministry of Public Safety and Solicitor General.*
- There are a number of different scenarios for youth aged 18 and up to 20 years of age, where legislation, principles and policy must all be considered in determining the appropriate placement for the youth.
- Generally speaking, if there is a youth sentence detaining the person in custody, he/she will be held in a youth facility. *A youth sentence includes a suspended sentence (ex. warrant issued to suspend a DCSO, CCS or IRCS order.*
- In very general terms, in determining appropriate placement for youth over the age of 18, several factors must be taken into consideration including whether or not the youth is sentenced and/or remanded on a youth order, and if so, which youth order, sentenced and/or remanded on an adult order, or combinations of both.
- When Admissions & Discharge are notified of the pending arrival of a youth with both youth and adult orders, the A & D officer must:
 1. **Gather pertinent information regarding youth (name, DOB, CS#), and charges (court file numbers, adult and/or youth orders).**
 2. **Forwarded all pertinent information to Case Management for follow-up.**
 3. **Notify a Director regarding appropriate placement decision.**

For more detailed information regarding the placement of youth over 18 years of age, the related legislation and policy that guides decision-making, the impact on sentence calculation and a more detailed look at the various possible scenarios, please refer to **Section K Manual of Operations** and the following documents in the **Appendix and Section U (pg 12) Manual of Operations** - Memorandum of Understanding MCFD and MPSSG

Burnaby Youth Custody Services

Operational Security & Control

Provincial Policy Reference:

Reporting Accidents/Vandalism on BYCS Fleet Vehicles

- Collect all necessary accident information at the time of the accident.
- Immediately contact PHH VAS via phone at 1-877-874-4862 or e-mail to bcgov@phh.com
- If any of the following occurs, IMMEDIATELY call police:
 - In cases of injury or death
 - Total damage exceeding \$1000 (\$600 if motorcycle involved)
 - Hit and run over \$150
- If any of the following occurs, IMMEDIATELY call ICBC:
 - In cases of injury or death
 - Vehicle or property damage to others
 - Damage to operator's vehicle by another vehicle
 - Hit and run over \$750
- Complete the vehicle accident report that PHH VAS has provided (**Refer to Appendix**) or you may obtain a blank accident report by e-mail at bcgov@phh.com. Have the accident report signed off by the supervisor, and fax back to PHH VAS at 1-877-PHH-VAS1 (1-877-744-8271) and fax a copy to the Ministry Fleet Coordinator at 250-387-2481.
- PHH VAS will contact the driver within 24 hours of the accident report being received by PHH VAS during normal business hours. PHH VAS will issue an incident number.
- The driver should inform the Regional Vehicle Contact and his/her Office Manager of all incidents regardless of the extent of damage or injury.
- Obtain 3 estimates of repair at ICBC accredited C.A.R. shops (http://www.icbc.com/Claims-Repairs/claims_repairshop_locator.html) and fax the quotes to the Ministry Fleet Coordinator at 250-387-2481. Ministry Fleet Coordinator will consult with office on the chosen quote.
- Take the vehicle to the chosen repair location. Give the repair location the PHH VAS incident number AND the PHH VMA Red Service Card.
- The repair location is to call PHH VAS at 1-877-874-4862 for repair authorization with repair details, cost and incident number prior to initiating repairs.
- Costs associated with the accident will be charged to the local office or regional office's budget.
- If the accident is not the Ministry's fault, ICBC will cover the cost with a claim number. Follow ICBC direction for repairs.
- If the vehicle must be towed to an ICBC claims yard, remove the log book and credit card, or arrange to have them removed as soon as possible.
- If the accident has resulted in a personal injury, staff should report to their physician with a Workers' Compensation Board claim form.
- PHH has established an email address to accommodate only the BC Government drivers. The address is bcgov@phh.com.
- When an email is sent to this address, a blank accident information form and a "driver instructions" page, customized for the BC Government accident

management program, is returned to the sender within a few minutes.

- If the driver is uncertain of the procedures in reporting an accident to PHH, a blank email sent to this address will return instructions to him/her. This email address is not a “communication” address. The accident form displays a communication address to utilize.

Burnaby Youth Custody Services

Sentence Administration

Provincial Policy Reference:	
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Travel for Unaccompanied Child – Greyhound

When youth that are 14 years of age or younger are released from custody, and live outside the lower mainland, Greyhound has an Unaccompanied Child process in place which must be adhered to.

- Release arrangements are coordinated by the Case Management team.
- If the release plan involves a 14 year old (or younger) taking the Greyhound to their home community, written permission must be provided by the parent/guardian.
- A member of the Case Management team will ensure either the parent or the SW (as guardian) complete an Unaccompanied Child Form (available at Greyhound Bus Depot) and mail a copy to BYCS prior to the youth's release.
- This form indicates the name of the youth, their travel destination and identifies who will be meeting them upon arrival in their home community.
- Contact information for the parent/guardian and/or pick-up person is also included on the form.
- This completed form must be provided to Greyhound upon purchase of the ticket for the youth.
- Travel plans must not involve transfer from one coach to another.
- All travel must also be completed by 2200.
- The trip should not exceed 5 hours.
- All relevant rules and guidelines for youth and parents/guardians are detailed on the Unaccompanied Child Form.

J - ENFORCEMENT

Sunday, April 1, 2012

Burnaby Youth Custody Services

Enforcement

Provincial Policy Reference: [Sec O1](#) pg. 1-10

Supervision in the Community

Definition

- If community Probation Officers or Police Officers (after hours) have “reasonable grounds” to believe a youth (1) has breached a condition, or (2) is about to breach a condition of Supervision in the Community Order, and the violation is a serious one that increases the risk to public safety, they can apply for a warrant of suspension.

Authority

- Community Probation Officers and Police Officers (after hours) are delegated under sec. 102(2) YCJA to apply for a warrant of suspension for youth serving a Supervision in the Community Order.

Criteria

- The youth must be serving an active Supervision in the Community Order (CCS).
- The youth must have breached or is about to breach a condition of that Order.
- The violation must be a serious one that increases the risk to public safety.

Suspension Process

- Once the Probation Officer or Police Officer determine an application for suspension of the CCS is necessary due to concerns for public safety, the process is as follows:
 - The community PO completes an Application for Warrant of Suspension of Supervision in the Community / Conditional Supervision and Order for Remand ([CF0253](#)) and faxes to BYCS Case Management s.15
 - The community PO contacts BYCS to advise/confirm warrant application.
 - BYCS must ensure all active orders are on the application by checking CORNET
 - If the warrant is approved, the youth custody PO will forward a copy of the warrant to the community PO, the releasing custody centre (if applicable) and the appropriate police agency for CPIC entry. BYCS Case Management will also enter an administrative hold on CORNET.
 - If the warrant is not approved, the youth custody PO will immediately advise the community PO or police and provide rationale for not approving the warrant.

Apprehension

- Following arrest pursuant to the warrant, the signed warrant (form [CF0254](#)) remains in effect as the Order for Remand, providing the authority for the youth to be held in custody and escorted to the nearest police lock-up or youth custody centre.
- BYCS Case management will be responsible for notifying the originating police agency of the execution of the warrant.

Provincial Director's Review

- A Provincial Director's Review, usually conducted by the community probation officer and supervisor, must be conducted within 48 hours of the youth's apprehension. Upon completion of the review, the probation supervisor can either (a) release the youth to the original or amended order for Supervision in the Community, or (b) refer the case to the youth justice court for a review.

After Hours Suspension Requests

- For all after-hours requests for Warrants of Suspension for Supervision in the Community Orders, please refer to the red binder located in the ADO office entitled Warrant of Suspension Process, and follow the Supervisor/ADO's Checklist for the YCJA Warrant Suspension Process.

Burnaby Youth Custody Services

Enforcement

Provincial Policy Reference: [Sec 02](#) pg. 11-19

Suspension of Conditional Supervision / Deferred Custody Order

Definition

- If community Probation Officers or Police Officers (after hours) have “reasonable grounds” to believe a youth (1) has breached a condition, **or** (2) is about to breach a condition of Conditional Supervision, Deferred Custody or Intensive Rehabilitative Custody & Supervision Order, they can request a warrant of suspension.

Authority

- Community Probation Officers and Police Officers (after hours) are delegated under Sec. 102(2) YCJA to apply for a warrant of suspension for youth serving a Conditional Supervision, Intensive Rehabilitative Custody & Supervision or Deferred Custody Order.

Criteria

- The youth must be serving an active Conditional Supervision Order (**CSU, CSO or IRCS**).
- The youth must have breached or is about to breach a condition of that Order.

Suspension Process

- Once the Probation Officer or Police Officer determine an application for suspension of the CSU, CSO or IRCS is necessary, the process is as follows:
 - The community PO completes an Application for Warrant of Suspension of Supervision in the Community / Conditional Supervision and Order for Remand ([CF0253](#) **Refer to Appendix**) and faxes to BYCS Case Management s.15
 - The community PO contacts BYCS Case management to advise/confirm warrant application.
 - BYCS must ensure all active orders are on the application by checking CORNET
 - If the warrant is approved, the youth custody PO will forward a copy of the warrant to the community PO, the releasing custody centre (if applicable) and the appropriate police agency for CPIC entry.
 - BYCS Case Management will also enter an administrative hold on CORNET.
 - If the warrant is not approved, the youth custody PO will immediately advise the community PO or police and provide rationale for not approving the warrant.

Apprehension

- Following arrest pursuant to the warrant, the signed warrant (form [CF0254](#) **Refer to Appendix**) remains in effect as the Order for Remand, providing the authority for the youth to be held in custody and escorted to the nearest police lock-up or youth custody centre.
- BYCS Case Management is responsible for notifying the originating police agency regarding the execution of the warrant (and removal from CPIC).

Provincial Director's Review

- A Provincial Director's Review, usually conducted by the community probation officer and supervisor, must be conducted within 48 hours of the youth's apprehension.
- Upon completion of the review, the probation supervisor can either (a) release the youth to the original Conditional Supervision, Deferred Custody or Intensive Rehabilitative Custody & Supervision Order, or (b) refer the case to the youth justice court for a review.

After Hours Suspension Requests

- For all after-hours requests for Warrants of Suspension for Supervision in the Community Orders, please refer to the red binder located in the ADO office entitled Warrant of Suspension Process, and follow the Supervisor/ADO's Checklist for the YCJA Warrant Suspension Process.

Burnaby Youth Custody Services

Enforcement

Provincial Policy Reference: [Sec O](#)

After Hours Suspension Requests

- Whenever Case Management staff are not on site, requests for warrants of suspension are to be processed by the ADO or the Senior Youth Supervisor.
- Typically, after hours warrant requests come from police, however, they may also come from community probation officers.
- When police or probation officers call to request a warrant, ADO's or SYS' should refer to the red binder located in the ADO's office entitled "Suspension of Warrant Process."
- All necessary paperwork, fax numbers and checklist information are located here.
- This manual is updated regularly by Case Management staff to ensure all information is current.

After Hours Suspension Process

- Included in the red binder is a checklist entitled "Supervisor/ADO's Checklist for the YCJA Warrant of Apprehension Process." (**Refer to Appendix**)
- This document serves as a guide to assist the ADO or SYS processing the request to gather the appropriate information and take the necessary actions.
- Ensure it is completed in detail, attached to other related paperwork and placed in the Case Management basket on the boardroom table upon completion.

Use the checklist provided as a guide through the suspension process:

- Document the date and time of call
- Note pertinent contact information (name, phone & fax number, police agency)
- Document name, DOB and police file number of youth in question
- Determine which order is being suspended (CCS, DCSO, CSU, CSO or IRCS)
**If assistance is required with CORNET interpretation, the Justice Centre (available 24/7 until midnight at s.15 and/or Yankee 10 (available until approximately 0300 at s.15) can be contacted.
- Ask if there are new charges as well
- Get a description of the alleged violation and complete warrant application form (in binder & in Appendix).
- Ensure violation meets legal test for breach
- Ensure all active orders are on the application by checking CORNET
- Contact on-call manager to request approval for warrant.
- If approved, complete Warrant of Apprehension document (in binder & in Appendix) and fax to requesting police agency.
- If denied, on-call Director will advise you of reason. Notify requesting police agency of reason.

- Forward all paperwork (completed checklist, warrant application, warrant, fax confirmation) accompanied by an e-mail documenting any other pertinent information, to the Case Management department (place in basket on boardroom table in CM meeting area).

K - TRANSFERS

Sunday, April 1, 2012

Burnaby Youth Custody Services

Security & Supervision of Residents Pre-Court Detention & Remand Services Transfers

Provincial Policy Reference: [Sec Q](#)

Transfers From Secure to Open Custody

- Remanded youth may be transferred to open custody to manage overcrowding or balance counts, if a youth is sentenced to open custody and also has a remand, or when a transfer is necessary to ensure the safety of the youth or others.
- All remanded youth must be screened for transfer, by the Case Management team, and assessed as appropriate for Open Custody prior to transfer.
- Case Management will be responsible for all necessary community notifications.
- If appropriate, Case Management staff (or the ADO/SYS after hours), shall complete an Authorization for Transfer (**Refer to Appendix**), signed by a Director, place the original in the youth's master file, and forward a copy to Admissions & Discharge.
- Admissions & Discharge will coordinate the transfer with the ADO/SYS, and call the youth to A & D when appropriate.
- The youth will attend A & D with unit effects, and the escorting YS will bring the youth's unit file.
- A & D will provide the youth with grey open custody clothing to change into.
- Once changed, the youth will be escorted to the assigned open custody living unit, with all cell effects and bedding, and the escorting officer will hand the youth's unit file and the youth over to the open custody Youth Supervisor.

Disciplinary Transfers from Open to Secure Custody

- Youth can be transferred from Open to Secure custody where the youth escapes or attempts to escape, or if it is necessary for the safety of the youth or the safety of others.
- The length of transfer is legally limited to a maximum of 15 days (except where a youth is remanded or sentenced for a new criminal charge).
- The ADO/SYS shall ensure the youth's progress following disciplinary transfer is reviewed regularly, and the youth returned to open custody upon completion of the 15 day period or any lesser period (as reviewed by the ADO/SYS).
- When transferred to secure custody, a Request for Transfer to Secure Custody form (**Refer to Appendix**) shall be completed by the open custody SYS and the original forwarded to Case Management, and a copy provided to Admissions & Discharge.
- The youth shall be escorted to Admissions & Discharge, changed from grey to green institutional clothing.
- The escorting YS will take the youth to his assigned secure custody unit, and hand the youth's unit file to the secure custody YS.
- The youth's effects shall be bagged and labeled and stored in the open custody office until the youth returns to open custody (at the completion of

his disciplinary transfer).

Transfers Between Centres

- Case Management staff are responsible for facilitating all screening, communications and coordination of transfers to either Prince George Youth Custody Services or Victoria Youth Custody Services.
- Once a youth is deemed appropriate for transfer, Case Management will coordinate the transfer details with Admissions & Discharge (mode of transfer – sheriffs or custody staff, date of transfer, times, etc.).
- Case Management is responsible for community notifications, notifications to custody program and service providers, and coordinating with the ADO/SYS when and how the youth should be notified.
- When transferred, the youth will package up all cell effects and bring them to Admissions & Discharge. The escorting YS will ensure the youth's unit file is brought to A & D.
- Case Management will ensure the youth's master file is up-to-date and brought to A & D for the transfer.
- Health Care will ensure the youth's medical file is brought to A & D for transfer.
- All files (unit, master, medical, warrant) are transferred to the receiving centre, with the body.

Transfers Between Youth and Adult Custody Centres

- Case Management staff are responsible for gathering all information on potential transfers of youth to adult custody, including legal documents, information regarding behaviour, maturity, etc. and consulting with all appropriate parties (adult custody, community PO, Crown Counsel, parent/guardian, youth, etc.).
- Case Management staff forwards all relevant information to the Director for approval to transfer youth.
- If, based on all the information provided, and consistent with the MOU, approval is given, Case Management staff will consult with the receiving adult centre, and request transfer arrangements be confirmed with Admissions & Discharge.
- The youth's master file will not accompany the body to the adult custody centre.
- Case Management staff are responsible for ensuring a transfer summary is posted on Client Log for adult custody to access.
- Admissions & Discharge will notify Case Management, Health Care and Mental Health once a transfer date has been confirmed.
- All areas will ensure necessary follow-up occurs with the receiving centre.
- Case management is responsible for community notifications (PO, SW, parent/guardian) regarding the transfer.

Transfers to IAU

- Transfers to IAU for court ordered assessments will be coordinated between IAU staff and Admissions & Discharge.
- When a youth is transferred to IAU, if he is to be admitted (staying beyond one day), all cell effects are to remain at BYCS.
- Prior to leaving BYCS, the youth should be advised to package up all cell effects, label the package, and the YS shall store the personal effects in the living unit staff office.
- The items will be returned to the youth upon return from IAU.
- If, after arrival at IAU an item is allowable at the Assessment unit, IAU staff will request the specific item (ex. school homework).
- No hygiene products, personal papers, etc. will accompany the youth to IAU.

L - REINTEGRATION LEAVE

Sunday, April 1, 2012

Burnaby Youth Custody Services

Case Management Procedures

Provincial Policy Reference: [Sec R](#)

Re-Integration Leave Procedure

- Re-integration Leave may be granted to youth in either secure or open custody, but, in practice, leave would more frequently be granted from open custody.
- Re-integration Leave must be for a specific purpose, and consistent with the youth's Service Delivery Plan goals.
- The purpose of re-integration leave is to provide youth sentenced to custody the opportunity to avail themselves of community resources and participate in constructive activities in the community.
- Once sentenced, the custody case manager for each youth is responsible for informing the youth about the criteria, limitations, purpose and policies specific to re-integration leave.
- Youth may apply at any time for re-integration leave, however, generally to be eligible for R/L's, youth must be sentenced to open custody, have completed 1/3 of their custody sentence, achieved level 4 status, and the request must be purposeful and consistent with their specific Service Delivery Plan.
- To apply for an R/L, the youth must complete the first section of the Application for Reintegration Leave form (**Refer to Appendix**).
- The youth's keyworker is responsible for completing the next section of the application.
- The custody case manager is responsible for providing information in the 3rd section of the form, as well as compiling supplementary information for the signing Director (community risk/needs assessment, PSR, input from the community PO, any other relevant information).
- The Director reviews the entire package, and completes the bottom of the application form, indicating approval or denial.
- If the R/L is denied, the youth must be informed of the reasons for denial, and the custody case manager will ensure the youth is informed regarding avenues of appeal.

M - REVIEWS OF CUSTODY SENTENCES

Sunday, April 1, 2012

Burnaby Youth Custody Services

Case Management Procedures

Provincial Policy Reference: [Sec S](#)

Reviews of Custody Sentences

Mandatory Reviews

- For youth serving sentences that exceed one year, legislation requires the sentence be reviewed in Court one year from the date of sentence.
- The youth's custody case manager will inform the youth of their legal right to a mandatory court review, and the prospective date of that review.
- The custody case manager is responsible for submitting an application to the sentencing court to establish a review date.
- The custody case manager is also responsible for providing notice to the youth, parent and Crown Counsel regarding the review date.
- The community PO is responsible for preparing a progress report for the court. Information pertinent to this report will be provided to the community PO by the custody case manager.
- The court may confirm the original sentence, direct a change in custody status from secure to open custody or release the youth from custody and place the youth on conditional supervision.

Optional Reviews

- For youth serving sentences not exceeding one year, they may apply for an optional review of their sentence once at any time after the expiration of the greater of 30 days or one third of the sentence (both the custody and supervision portions).
- Where the youth's sentence (custody and community portions combined) exceed one year, any time after 6 months from the most recent sentence date the youth may apply for an optional review.
- As long as the youth satisfies the time frames above, the youth has an absolute legal right to make application to the court for review.
- If the application does not meet the above detailed timelines, leave (permission) of the court is required before the matter proceeds to review.
- The custody case manager is responsible for ensuring the youth is informed regarding optional reviews, in terms of legal authority requirements, leave requirements and grounds for review.
- If the youth has satisfied the timelines detailed above, and has grounds for review, the custody case manager will complete the Application for Review of Custodial Youth Sentence (**Refer to Appendix**) and submit it to the court. If leave is required, a Request for Leave of the Court (**Refer to Appendix**) is provided to the youth to complete.
- This application process must be complied with, regardless of whether the youth custody centre staff or community probation officer agrees the proposed court review is justified or desirable – the youth has the legal right to apply.
- The community PO is responsible for preparing a progress report for the court. The custody case manager is responsible for providing pertinent information to the community PO regarding the youth's progress in custody.

N - STAFFING & MASTER AGREEMENT PROCEDURES

Sunday, April 1, 2012

Burnaby Youth Custody Services

Staffing

Provincial Policy Reference: [Article 18](#), pg 41 CA

Approved Leave

BYCS staff will follow the procedure below when requesting Annual Leave:

- Requests for annual leave must be submitted to the Administrative Coordinator by December 31 for the following year.
- Scheduling is done by order of service seniority within the classification.
- Prime time vacation period is May 1 to September 30th.
- Employees can request up to two-thirds of the annual leave entitlement during this period.
- All requests received by December 31st for annual leave will be approved or denied by the end of the first week in January. Employees whose requests were denied will receive an e-mail from the Administrative Coordinator detailing dates denied.
- Employees will have 7 days to submit alternate vacation requests.
- The finalized schedule for the year will be published by the third week in January detailing approved annual leave for all employees.
- Employees will schedule their full current annual leave entitlement with the exception of those who have vacation carryover.
- Any unscheduled annual leave will be identified for scheduling by August 31st, at which time staff will be given 7 days to schedule annual leave, or it will be booked for them (no archiving of annual leave).
- Compensatory Time Off (CTO) must be taken at a time mutually agreed upon by the Employer and the Employee (must not cause overtime). CTO may be cashed out at any time by completing a Leave Management Form and submitting it to Pay Roll (Betty Woo). CTO will be cashed out March 31 annually.
- Earned Time Off (ETO) is granted similar to CTO. It must be used during the calendar year.

Burnaby Youth Custody Services

Staffing Procedures

Provincial Policy Reference:

Auxiliary Youth Supervisor Call-Out Process

- When an employee is called for work, the Supervisor should be informing the employee whether it is for a 7.5, 9.5, 11.5 hours or partial shift. Part shifts may be extended longer due to operational requirements.
- Auxiliary staff will be called to cover line as well as time limited positions (transport, programs, etc.).
- Where a pager is used, a single attempt will be made and the auxiliary employee must respond to the Employer within five minutes of the page. In all other cases, telephone communication will be attempted – two attempts, at least five minutes apart. The employee is responsible for ensuring current contact information is on file with the Administrative Coordinator.
- Callout times are 0500 – 0600 and 1300 – 1500 daily. Auxiliary staff are not required to accept a shift outside of the current callout times.
- Auxiliary staff are not required to accept short changeover shifts or offers of a shift less than 3.5 hours (ex. if an auxiliary finishes a shift at 2230, they are not required to accept a 0630 shift the following day. Declining the short shift will not be counted as a decline (for the remainder of the day).
- Seniority plays no role in the length of shift offered to auxiliaries.
- The next available shift is offered as it arises in order of callboard seniority.
- As per Component agreement, auxiliaries shall receive not less than two days off in a seven day period unless precluded by insufficient on-call staff being available.

To calculate number of days off:

- Auxiliaries may work 7.5 hours, 9.5 hours, 11.5 hours or partial shifts
- Auxiliaries may work no more than 5 days in a 7 day period
- If an auxiliary works 32 hours in a “block”, they earn 2 days off
- If an auxiliary works 33-40 hours in a “block”, they earn 3 days off
- If an auxiliary works 41 or more hours in a “block”, they earn 4 days off

(Total Hours divided by 5, minus the number of shifts worked = days off)

****This formula may be bypassed and auxiliary staff will be required to work in the following circumstances:**

- When overtime will be incurred
- When callboard days of rest are misaligned
- Auxiliary staff may work four shifts in a row (5 shifts allowed if one or more are 4 hour shifts). If an auxiliary staff missed a day due to work not available, add the previous shifts to determine your days off. If it adds up to less than 32 hours, the employee’s pattern would start over. All calculations of days off over 32 hours refer to calculation above.
- Auxiliary staff may not work more than 1827 hours in 26 pay periods.

Burnaby Youth Custody Services

Staffing Procedures

Provincial Policy Reference: www.worksafebc.com

BYCS Worksafe Procedure

- When a staff is injured on the worksite (regardless of how minor the injury is), he/she must report it to the ADO/SYS as soon as possible.
- The injury must also be reported to a member of the Health Care team.
- It is the responsibility of the ADO/SYS to ensure the package of forms is completed and forwarded to the Director of Staffing and Support Services by the end of the shift.

The Worksafe BC package includes:

1. [Form 7 \(Refer to Appendix\)](#) – completed by the SYS at the time of the incident (if not possible due to the nature of the incident, the ADO on the next shift is responsible for completion).
2. [Form 7](#) – must be completed and signed off by the staff claiming injury.
3. A confidential First Aid Record will be completed and kept in Health Care (this form is the employer's property and is highly confidential – supervisors must ensure privacy of staff at all times).
4. For every injury, the ADO is responsible for the completion of the Joint Union/Management Accident Investigation Form (PSC 38).
5. The Joint Accident/Investigation form must be completed as soon as is practical with a member of the OSH committee and the ADO. If the ADO was personally involved in the incident, another Supervisor must be delegated to investigate.

Burnaby Youth Custody Services

Staffing Procedures

Provincial Policy Reference:

Cell Phones

- Cell phones are a required tool for some authorized staff.
- Case Management, ISSP and Managers may carry cell phones inside the building.
- Program Officers and Transport Officers must take a cell phone when off grounds (whether or not they are escorting a youth).
- All staff, contractors, volunteers and visitors must secure their cell phones in a locker or in their vehicle.

Burnaby Youth Custody Services

Staffing Procedures

Provincial Policy Reference: [Article 32.12](#), pg. 96 CA

Damaged Personal Effects

- Staff who wear personal jewelry while on duty do so at their own risk. Staff will not be reimbursed for damage to personal jewelry.
- Large earrings are not permitted for safety and security reasons.
- Staff are responsible to remove all personal items (rings, watches, glasses, etc.) prior to program participation with the residents.
- Articles of standard form of dress that are damaged by residents in the normal course of duty will be replaced when:
 - An Incident Report is prepared and signed by the Person in Charge.
 - The damaged article should, where circumstances warrant, be forwarded to the Director for replacement approval.
 - Eye glasses and watches will be replaced as above if damaged in an emergency situation.

Burnaby Youth Custody Services

Staffing Procedures

Provincial Policy Reference:

E-Mail Etiquette Procedures

Reduce Our E-mails - Distribution of E-mails

- *To:* should be directed to individuals who need to know and may be required to respond
- *Cc:* should be used sparingly and for those who actually need to know the information but are *not required to act* on it (FYI)
- *"reply to all":* only used when *everyone* actually requires the information
 - never used for broadcast e-mails
- *When forwarding:* be aware of the "chain" of emails attached to it. Start a new email or delete the chain of emails.

Why Read It? - Subject Headings

- Appropriate and understandable subject headings should always be used.
- The following should precede all subject headings:
 - FYI (To document/confirm decisions made, to provide instructions or information "FYI")
 - Action (To provide instructions and require action: include timelines and clear directions)
 - For Discussion (To introduce a topic of discussion for a future meeting to be held)
 - Record of Decision (date/title of meeting)
 - Decision Required (to introduce a decision which may or may not require a meeting)
 - Final Decision (no response required)
- Use of the *urgent notification ("!")* is *only to be used for action or information which must be addressed within 24 hours*. Use of this notification should be preceded or accompanied by an in person phone call or meeting

E-mail Is Only One of the Tools - Good Practice

- Don't assume because you sent an e-mail that everyone reads it - **Follow-up!**
- Use Rich Text Format when writing e-mail
- Read receipts should only be used when required for business reasons
- Use "Out of Office Assistant"

When to Use E-mail - Appropriate Uses

- Make inquiries for information to individuals or broad distribution lists in an effort to gather facts
- Record facts and information
- Record decisions which have already been agreed to
- Distribute information broadly or to individuals
- Issue instructions for a project or initiative
- Seek confirmation of facts

What to Say - Content

- E-mail content is subject to Freedom of Information
- Ensure that content is, at all times, professional and factual
- Comments of a personal nature about an issue or individual are not acceptable

When Not to Use E-mail - Inappropriate Uses

- Debates and disagreements: when there is a disagreement or debate, this should take place in person and the resulting agreement then recorded on e-mail if necessary

Discuss an issue or explore a problem: discussions take place on the phone

- Phoning is almost always preferable.

Burnaby Youth Custody Services

Staffing Procedures

Provincial Policy Reference:

Identification Tags

- All staff, contractors and volunteers shall be issued an identification tag which is to be worn in a visible manner while on duty. Youth Custody staff must wear ID tag as part of their standard form of dress.
- Staff who visit the centre when off duty shall report their presence and reason for visit to the Person in Charge.
- All staff and regular contractors entering the building must engage their FOB for security reasons.
- All visitors, including short term contractors and volunteers, shall sign the log located in reception upon entry to and exit from the building.
- When an employee terminates his/her employment with the Ministry, the identification tag shall be returned to the Director and placed on the employee's file.
- In the event of a loss of identification tag by an employee, he/she shall immediately report this to the Person in Charge who shall take all necessary steps to replace the lost tag.

Burnaby Youth Custody Services

Staffing Procedures

Provincial Policy Reference: [Fourteenth Master Agreement](#)

Labour Disputes

In the event of a labour dispute with a staff member, the SYS shall:

- Notify the Director immediately to assist & do not permit the current staffing complement to leave their posts until appropriately relieved.
- Police assistance for significant labour disputes is only requested through the Director & Executive Director.
- If approved, police secure the outside perimeter of the custody centre, entre the centre, and take action only when the Director requests it. Police are deployed only to regain control, maintain security and prevent breaches of security. They do not assume administrative or program duties.

****Determination will be made by the SYS in consult with the Director whether the restriction of the centre's normal daily activities is required.**

Burnaby Youth Custody Services

Staffing Procedures

Provincial Policy Reference: [Sec G12](#) pg. 31-32

Non-Smoking Policy

- Staff and Contractor Smoking – all staff, contractors, volunteers and visitors are permitted to smoke in one designated smoking area 50 feet from the building, located across the parking lot from the main entrance to the Centre. There is absolutely no smoking in any area of the building other than the designated area noted above.
- BYCS Fleet Vehicles – designated as non smoking, therefore smoking is prohibited.
- Resident Smoking – not permitted by any resident at BYCS.
- Chewing Tobacco – talking with a wad in your mouth, or spitting into various spittoons does not reflect a professional standard. Chewing tobacco is not permitted while on duty except during staff breaks in the designated areas.

Burnaby Youth Custody Services

Staffing Procedures

Provincial Policy Reference: [MyHR](#)

Pay Cheques and Payroll Adjustment Forms

- Fixed schedules (for regular employees) and hours worked (for auxiliary employees) are entered on Time-On-Line by the Administrative Coordinator.
- Staff members are responsible for completion of Payroll Adjustment Forms to document leave (annual leave, sick leave, special leave, etc.), acting shifts and overtime.
- Regarding payroll inquiries, employees must access Employee Self Service to attempt to resolve payroll related issues. If unable to resolve via ESS, employees can consult with the Payroll Clerk for assistance.
- To access Employee Self Service:
 - ^{s.15}
 - Click on **Employee Self Service** under Toolbox.
 - Sign in (done automatically).
 - Click on the **@Home** button.
 - Update personal data as appropriate.
 - View all data.
 - Sign out.
- Each employee is responsible to ensure all personal data on the ESS page is current and correct.

Burnaby Youth Custody Services

Operational Procedures

Provincial Policy Reference:

Personal Conduct and Deportment

It is the responsibility of all youth custody staff to:

- Conduct themselves in a professional manner towards youth and members of the public through words, actions and appearance.
- Maintain honest and principled relationships with all colleagues and stakeholders.
- Treat residents with dignity and respect.
- Refrain from discrimination, harassment or disrespectful treatment of any colleague, youth or other person associated with the youth custody centre.
- At all times, use minimal amount of force required in the control of a resident.
- Refrain from developing a relationship with a young person on or off duty such that the authority and integrity of their position might be compromised.
- When dealing with monies, effects and other items given in trust, ensure their safety and proper storage. Do not accept or give monies, gifts or other considerations that may imply obligations inconsistent with the proper exercise of duties.
- Immediately report to a supervisor any breach of centre rules, guidelines or regulations established to ensure the safety of residents, employees or the public and the effective operations of the centre.
- Exercise responsibility and honesty in the use of government resources and property as well as the use of employee benefits.
- Immediately notify the centre Director if arrested or charged with a Criminal Code or other federal or provincial offence, with the exception of minor motor vehicle infractions.
- Report for duty free from the influence of alcohol or illegal substances, nor with the odor of alcohol present.
- As it is required to maintain a valid driver's license for employment purposes, the centre Director must be notified immediately if driving privileges are suspended.

Burnaby Youth Custody Services

Staffing Procedures

Provincial Policy Reference: s.15

Staff Address & Contact Numbers

- All staff must ensure any changes in their address or telephone numbers are submitted immediately to the Directors Secretary, the Administrative Coordinator and updated in the Employee Self Service.
- To access Employee Self Service:
 - Go to s.15
 - Click on **Employee Self Service** under Toolbox.
 - Sign in (done automatically).
 - Click on the **@Home** button.
 - Update personal data as appropriate.
 - View all data.
 - Sign out.
- All staff are encouraged to provide emergency contact name and phone number to the s.15 and provide updated contact information as necessary.
- All staff are to ensure their profile and personal information is updated as appropriate on Employee Self Service Website.
- Under no circumstances will anyone give out the telephone numbers or addresses of any BYCS staff to any caller other than verified staff.

Burnaby Youth Custody Services

Staffing Procedures

Provincial Policy Reference:

Staff Contact with Residents and Ex-Residents

- If an employee wishes to maintain contact with an ex-resident, they must submit a written request outlining the reasons. The Director will consult with the appropriate community stakeholders.
- Due to the nature of the job, close personal contact by staff of this Centre, with former residents, is discouraged.
- In the event a youth in custody is a family relation of a staff member, the staff is required to inform the Director of Operations immediately.

Burnaby Youth Custody Services

Staffing Procedures

Provincial Policy Reference: [Article 26.1](#), pg. 72-73

Standard Form of Dress

- Staff shall wear youth custody issued standard form of dress.
 - Clothing shall be neat, clean and in good repair.
 - Civilian clothing and standard dress are not to be combined.
 - Shifts must be tucked into the pant.
 - Staff may wear a white t-shirt accompanied by the proper light blue dress shirt under the sweater. Staff may not wear just the t-shirt under the sweater.
- The employer will issue all staff the following:
 - Utility belt
 - Radio pouch
 - Glove pack
 - Key clip
 - ID tag
 - FOB
 - Earpiece
- Staff are to store above items on site, secured in their assigned personal locker.
- Staff are responsible for the full cost of lost items listed above.
- For employees who actively participate in physical activities with the youth, the following will be issued:
 - T-shirt (optional)
 - Shorts (optional)
- Staff choosing to participate in physical programs with the residents must change into their fitness clothing prior to the program and change back to full standard dress at the end of the program. Showers are available to staff during scheduled break periods.
- Staff are personally responsible for the replacement cost of lost FOBS.
- Any staff requiring replacement issue clothing are to submit a request to the Director of Operations who will in turn authorize replacement if appropriate.

Sec N1 - o - Girl's units - backfill staffing procedures

Tuesday, August 21, 2012

9:59 AM

-

Girls' units - backfill staffing procedures. Jan. 1, 2009

January 1, 2009 100% female staffing all girls' units will commence. Under normal circumstances the scheduler will facilitate most scheduling. After hours the responsibility moves to the SCO2 line Supervisor, the following steps will be followed, (in order listed) when backfill is necessary.

- 1) Backfill with available female staff from units or Control positions.
- 2) Call in available female auxiliary employee. (If call-board jumping occurs ensure details are documented on the "Call-Board Jumping form").
- 3) Call in available female Youth Supervisors on overtime, as per the overtime policy.
- 4) Females posted to the following positions will not normally be utilised to backfill vacancies on the girls' units.

- ISSP.

- acting supervisor.

Anita McDonnell
Director of Operations
Burnaby Youth Custody Services

Burnaby Youth Custody Services

Staffing Procedures

Provincial Policy Reference: [Article 16](#), pg 36 CA

Overtime

- Overtime is defined in the Collective Agreement as “work performed by a full time employee (regular and auxiliary) in excess or outside of their regularly scheduled hours of work.”
- Overtime shall be offered to employees in the following order:
 - To all available, qualified employees on the off-going shift (abutting shifts); then
 - To all available and qualified employees on the on-coming shift; then
 - To all available and qualified employees on days of rest.
- Where feasible, the employer will notify all staff via email of available overtime shifts.
- The onus is on the employee to respond to the email and to advise of their availability.
- Wherever possible, the staff member who is available and qualified, and who has accumulated the least amount of overtime hours during the previous month will be the first to be offered overtime.
- Where the employee has declined the overtime, the employee with the next least amount of overtime hours will be offered the overtime, and the process shall continue until the overtime is accepted.
- Where two employees have equal amount of overtime, the offer will be made first to the employee with more seniority.
- The accumulation of overtime hours will be based on the calendar year, from January 1 to December 31.
- An offer of overtime may be restricted to qualified employees within the Functional Work Group, where a level of experience, knowledge and skills is required for the duties involved (ex. Admissions & Discharge).
- When a Senior Youth Supervisor position is vacant and overtime exists, overtime will be offered to employees in that classification following the procedures outlined above. Where appropriate, substitution opportunities will be scheduled instead of overtime for a senior youth supervisor.
- An employee working overtime which adjoins their regularly scheduled shift shall be given 8 clear hours between the end of the overtime work and the start of their next regular shift. If 8 clear hours are not provided, the next regular shift will be paid at overtime rate.
- All overtime offered will be documented, tracked and reviewed for equitability.
- An employee may refuse any offer of overtime. If an employee wishes to be excluded from consideration of all overtime, they must submit their request in writing to the Director of Support Services.
- Where it is essential or an emergency, and no employee has accepted overtime, the least senior, qualified employee shall be ordered to work overtime.

- The employee is responsible for accurately completing the appropriate payroll documentation at the conclusion of their overtime.
- The ADO shall sign and approve the overtime.

Burnaby Youth Custody Services

Staffing Procedures

Provincial Policy Reference: [Article 20](#), pg 53 CA

Special Leave

- Staff are responsible for familiarizing themselves with the collective agreement Article 20 Special Leave. It is a negotiated benefit NOT an entitlement.
- Where an employee requests Special Leave, they must complete a Leave Management form and submit it to the Administrative Coordinator in the appropriate time frames (as indicated in the collective agreement).
- Staff requesting Special Leave must speak directly with the Supervisor on shift and that supervisor must complete a Special Leave Request Form in detail. This form must accompany the completed Leave Management Form and submitted to the Administrative Coordinator.
- The Supervisor on shift is not authorizing paid leave – the determination will be made by the Director of Staffing and Support Services.
- Additional documentation may be required before an employee receives paid benefits.

Burnaby Youth Custody Services

Staffing Procedures

Provincial Policy Reference: [Article 15.5](#), pg 46 CA

Staff Switches

- Article 15.5 of the Collective Agreement states, “Employees may exchange shifts with the approval of the Employer, provided that, whenever possible, sufficient advance notice in writing is given and provided that there is no increase in cost to the Employer.”
- This clause in the CA is intended for one-off situations. Long-term or permanent switches will not be facilitated.
- Requests for short-term switches between staff will be reviewed on a case-by-case basis, and if approved will be given a regular review date.
- Staff must complete the Shift Exchange Request Form two weeks in advance and submit it to the Administrative Coordinator.
- Emergency switches must be made in writing (e-mail) to the Administrative Coordinator for approval by an ADO.

APPENDIX ATTACHMENTS (FORMS)

Health Care / Mental Health

- a. Drug Withdrawal Observation Form
- b. Fasting
- c. Head Injury
- d. Health Services Request Referral Form
- e. Special Diet
- f. Mental Health Request Referral Form
- g. Blood & Body Fluid Pamphlet
- h. Self-Medication Form
- i. Sleep Assessment Form
- j. Strong Sheet/ Shift Protocol
- k. Strong Sheet Observation Form
- l. Eating Record Sheet

Operational Forms

- a. Bomb Threat Checklist
- b. Request for Transfer to Secure Custody
- c. Report of Youth Injury
- d. Allowable Items List
- e. Individualized Crisis Management Plan
- f. Incentive Master Calculation Sheet
- g. Team Meeting Format
- h. Unit Laundry Schedule
- i. Complaint Form
- j. Escape Notification Form
- k. Police Package Forms (Assault, Sexual Assault, Escape)
- l. Witness Statement List
- m. Visitor Sign-In Sheet (Reception)
- n. Search of Persons Entering a Custody Centre
- o. Unit Accessory Checklist
- p. Visit Request Form
- q. Unit Meeting Template
- r. Unit and Room Inspection Sheet
- s. SYS Night Shift Checklist
- t. YS Night Shift Duties
- u. Communication Monitoring Form (CF0214)
- v. Youth Incentive Logs
- w. BYCS Professional and Personal Logs
- x. Incident Report Log
- y. Room Occupancy Sheet
- z. LSI Template
- aa. Weekly Security Checklist

Admissions & Discharge Forms

- a. Admission to Pre-Court Detention Form
- b. BYCS Daily Formal Count Sheet
- c. BYCS Admission Manual Intake Form
- d. Strip Search Log

- e. Warrant of Apprehension for Suspension of Supervision in the Community/Conditional Supervision and Order of Remand
- f. Clothing Effects Sheet
- g. Video Conference Tracking Sheet
- h. Vehicle Accident Report

Programs Forms

- a. Fitness Room Checklist
- b. Daily Program Schedule Template
- c. School Count Sheet
- d. Absent from School Report

Staffing Forms

- a. Employer's Report of Injury or Occupational Disease (Form 7)
- b. Joint Accident Investigation Form
- c. Shift Exchange Request

Case Management Forms

- a. Application for Warrant of Suspension in the Community/Conditional Supervision and Order for Remand
- b. Warrant of Apprehension for Suspension of Supervision in the Community/Conditional Supervision and Order of Remand
- c. Provincial Director's Review Form
- d. Suspension Process Flow Chart
- e. ADO/SYS Warrant of Suspension After Hours Checklist
- f. Intake Assessment Form
- g. Service Delivery Plan
- h. Authorization for Transfer
- i. Request for Transfer to Secure Custody
- j. Application for Re-Integration Leave
- k. Authorization for Re-Integration Leave
- l. Revocation of Re-Integration Leave
- m. Application to Review Placement
- n. Application for Review of Detention
- o. Application to Place Youth Subject to an Order for Remand in an Adult Provincial Correctional Centre
- p. Application by Provincial Director to Place a Sentenced Youth in an Adult Provincial Correctional Centre
- q. Request for Leave of the Court

HEALTHCARE / MENTAL HEALTH

DRUG WITHDRAWAL OBSERVATION CHECKLIST

This form is to be posted on the Residents door during the assessment period determined by the nurse.

Resident is to be checked Q15 minutes as per Building policy and to be woken every hour as per Withdrawal Policy. Under COMMENTS please be very specific: eg. Lying on left side, Lying on back, woken easily, difficult to rouse-Health Care notified, etc. If you have any questions or concerns please notify Health Care Immediately.

[illegible]

Please ensure back section is completed by any staff signing on form

☐ **Check box if second page is required and attached**



DATE: _____

For medical reason the above named Resident is required to be fasting
from _____ on _____ until seen by Health Care.
The Resident is not to have ANYTHING to eat or drink (including water)

If the resident does have something to eat or drink after the designated
time please inform Health Care as soon as possible.

Thank-you

Health Care

**Ministry of Children and
Family Development**

**Burnaby Youth Custody
Services-Health Care**

**Mailing Address:
7900 Fraser Park Drive
Burnaby, B.C. V5J 5H1**

**Office: (778)452-2117
Fax: (778)452-2120
Web site:
www.gov.bc.ca/mcf**

[illegible]

BYCS Procedures Manual 2012 Page 1

Youth Custody
 Health Services

LOCATION:

NATURE OF PROBLEM:

SIGNATURE:

FOR HEALTH CARE USE ONLY

SIGNATURE:

BYCS Procedures Manual 2012 Page 1



YOUTH CUSTODY SERVICES
HEALTH SERVICES

SPECIAL DIET

NAME:	
DOB:	
CS#:	

(PRESS HARD WHEN WRITING)		
DIABETIC DIET	VEGETARIAN DIET	OTHER
_____calories	Milk	
SNACKS REQUIRED	Cheese	
Mid-Morning	Eggs	
Mid-Afternoon	Poultry	
Bedtime	Fish	

The Kitchen is instructed to make NO exceptions to the diet detailed above. Your concerns or questions must be directed to Health Care's attention for review .

DATE:		SIGNATURE AND PROFESSION:		CENTRE :	
-------	--	---------------------------	--	----------	--



Ministry of
Children and Family
Development

Youth Forensic Psychiatric Services
Youth Custody
Mental Health Referral Form

Date: [Click here to enter a date.](#) **Unit:** [Click here to enter text.](#)

Client Name: [Click here to enter text.](#)

Social Worker: [Click here to enter text.](#)

Probation Officer: [Click here to enter text.](#)

Parent/Guardian: [Click here to enter text.](#)

Is this a question for Mental Health about: [IAU](#) [Medications](#) [Counselling](#)

Is this urgent or can someone see you tomorrow or the next day

Additional information that will help us to help you better:

[Click here to enter text.](#)

Referred by:

(Pick from list)

☐ **Other:** [Click here to enter text.](#)

To be completed by YFPS Clinician

Date Seen: [Click here to enter a date.](#)

Action Taken: [Click here to enter text.](#)

Name/Signature: _____ **Date:** [Click here to enter a date.](#)

BLOOD & BODY FLUID EXPOSURE PROCEDURES

EXPOSED EMPLOYEE

1. **Apply first aid immediately.**
For Eye/Mouth exposure:
Flush well with water or saline for 15 min.
For skin exposure/needle stick:
WASH thoroughly with soap and water.
DO NOT apply bleach to the wound or soak the wound in bleach.
ONLY use gravity to promote bleeding.
2. **Report** the exposure to your supervisor.
3. Go to the local hospital Emergency Department (or designated healthcare facility) **as soon as possible**.
4. Inform the admitting clerk this is a work-related exposure and that your worksite Occupational Health Dept. is Government Employee Health Services. (Address is on back of this pamphlet.)
5. A medical practitioner will perform a risk assessment of the exposure that will include a questionnaire about the incident and the source person (if known). Baseline blood tests for HIV, HBV, and HCV will be taken and preventative treatment started if necessary.
6. You are advised to see your family doctor within 3 days of the exposure incident for further treatment if necessary.
7. You are required to submit documentation of the incident to WCB, GEHS and your family doctor.
8. An Occupational Health Nurse or physician from GEHS will contact you to discuss any test results and tell you if more treatment e.g. vaccinations are necessary.
9. EFAP is available to assist you with managing any anxiety symptoms:
1-800-655-5004

PREVENTION

During the performance of your job tasks you may be at risk of exposure to Hepatitis B (HBV), Hepatitis C (HCV), or Human Immunodeficiency Virus (HIV) infection from contact with another person's blood or body fluids.

Learn and practice the safe work procedures for your area.

Understand and use personal protective equipment when the job tasks place you at possible risk of exposure.

Your supervisor or Health and Safety Advisor can provide this information.

Assume all blood and body fluids are infectious! Safe work practices are your best protection!

HAVE YOU BEEN EXPOSED?

Blood and body fluid exposure is defined as an event where blood or other potentially infectious body fluid comes into contact with non-intact skin, mucous membranes, or subcutaneous tissue (via percutaneous injury such as a needlestick or bite).

You may have been exposed if:

1. You have been stuck/pricked/cut with a used needle or other dirty sharp instrument.
2. You have had blood/body fluids splashed on broken skin (burns, dermatitis, abrasions, scratches, or a wound that is less than 3 days old) or a large amount of **blood** on intact skin for a prolonged period of time.
3. You had blood or body fluid splashed into your eyes, nose or mouth.
4. Your skin is broken from having been bitten by another person.

PREVENTATIVE TREATMENT

Hepatitis B (HBV)

Hepatitis B is preventable with vaccination. All employees whose job tasks have a reasonably anticipated risk for exposure to blood/body fluids are offered Hepatitis B vaccination.

If you have an unexpected exposure to BBF, and have not been vaccinated, your post-exposure treatment may include immunization to Hepatitis B and follow-up blood tests.

Hepatitis C (HCV)

HCV infection from occupational exposure is very rare, an exposed employee will be tested on a regular basis to determine whether or not you have been infected. At present there is no preventative vaccine for Hepatitis C, but new drug treatment options available.

Human Immunodeficiency Virus (HIV)

If the post-exposure medical assessment determines you are at risk of having been infected with HIV, you will be advised to commence antiretroviral drug treatment immediately. This drug treatment lasts for 28 days and is provided by the BC Center of Excellence in HIV/AIDS. You will be given a 5-day starter kit at the hospital Emergency Department (or designated healthcare facility) and instructed to see your family doctor for the remainder.

Tetanus

You may be given a TD booster if you have not received one in the last 10 years.

Hepatitis A and Tuberculosis are not transmitted through exposure to blood or body fluids. For more information contact: Deb Connell Occupational Health Nurse of GEHS, at (604) 660-2588.

AFTER EXPOSURE An exposure to BBF places you at **RISK** for infection. Until you are assured you have not been infected you are advised to take the following precautions:

Follow the FIRST-AID procedures as directed in Part 1 of this pamphlet.

1. Inform your partner of your exposure. Abstain from any form of sexual intercourse or use a latex condom with a water-based lubricant.
2. Cover any cuts, open wounds or lesions until healed.
3. Do not share any personal hygiene items like your toothbrush, dental floss, razors or other implements.
4. Do not donate blood, plasma, organs, breast milk, tissue or sperm until you have been assured you are not infectious.
5. Appropriately dispose of articles with blood on them (e.g. tampons, pads, Kleenex, dental floss, and bandages). Dispose of bloody sharp items (razor blades, needles, etc.) into a hard-sided container, taped shut. Dispose in regular garbage; do not place in container for recycling.
6. Clean up spills of blood with detergent and water, wet surfaces with 1 part bleach to 9 parts water and leave sitting for 10 minutes.
7. Defer a planned pregnancy; but if you do become pregnant, consult Oak Tree Clinic at BC Women's Hospital.
8. If a breast feeding mother is on antiretrovirals while waiting for the results of the source, she is to discard any breast milk pumped during that time.
9. Follow-up testing should occur at 6 weeks, 3 months, 6 months and 12 months to ensure whether or not infection occurred, and appropriate treatment provided.

A work related exposure to blood and body fluids is a WCB incident. Ensure that GEHS is informed (see below), appropriate WCB forms are completed, and the hospital knows that your Occupational Health Dept is Government Employee Health Services.

If you have been exposed, and have any questions or concerns regarding follow-up tests or treatments please call Deb Connell, Occupational Health Nurse, of Government Employee Health Services (GEHS) at (604) 660-2588.

Address for:
Government Employee Health Services
Box 12183 Nelson Square
#707 808 Nelson Street
Vancouver BC
V6Z 2H2
Phone: (604) 660-2587
Fax: (604) 775-0697



Government Employee Health Services
Public Service Employee Relations Commission

DATE _____

label

UNIT _____

BYCS

SELF MEDICATION

Resident has been given _____ by Health Care to keep in their room. They are responsible for the medication and will be reviewed by Health Care on a regular basis.

Please call Health Care if there are any concerns. Resident are aware they are not allowed to share.

Health Care Staff



Ministry of Children and
Family Development

YOUTH CUSTODY SERVICES
HEALTH SERVICES

SLEEP ASSESSMENT

Chart hourly sleep pattern, return to Health Services when completed.

Youth	Location	Starting Date (yy/mo/da)	Return Date (yy/mo/da)
-------	----------	--------------------------	------------------------

Time	Date			Date			Date		
	Asleep	Awake	COMMENTS	Asleep	Awake	COMMENTS	Asleep	Awake	COMMENTS
2200									
2300									
2400									
0100									
0200									
0300									
0400									
0500									
0600									
0700									
0800									

DAY TIME SLEEP

Time	Date			Date			Date		
	Asleep	Awake	COMMENTS	Asleep	Awake	COMMENTS	Asleep	Awake	COMMENTS

Nurse Signature



STRONG SHEET/SHIFT PROTOCOL

Strong Sheets/Shifts are to be utilized as a part of a mental health treatment plan. In determining the need for a Strong Sheet/Shift, risk assessment and evaluation of the resident by one or more of the following institutional personnel must take place:

- 1) Mental Health Team Psychologist
- 2) Mental Health Team Psychiatrist
- 3) Mental Health Nurse
- 4) Health Care Nurse

Risk assessments should be documented in the Health Care File. With a determination that the Resident is at **imminent** risk for self-harm/suicide and that the strong sheet/shift is **required** to maintain the safety of the resident, the following protocol should be initiated:

- 1) The ADO or Shift supervisor must be advised that the Strong Sheet Protocol is requested for a resident
- 2) Resident is to be placed in **Separate confinement unit with camera**.
- 3) Removal of **all** clothing and linen – strong shift/sheet to be provided for some provision of “safe” apparel.
- 4) Observation of the resident should occur every **15** minutes face to face (staff are not to rely on camera for these checks). Checks should be documented.
- 5) Consultation with the psychiatrist on-call (if original consultation was not conducted by the Mental Health Team psychiatrist).
- 6) Placement of the resident on the institutional High Risk List.
- 7) The night nurse should attend unit and visualize resident Q2hours and document in medical file.
- 8) Discontinuation of the Strong Sheet/Shift protocol is determined by the Mental Health Team Psychologist/Psychiatrist or the Psychiatrist on-call. Discontinuation of the Strong Sheet/Shift Protocol should be documented in the Health Care File.

Reviewed by:

Dated:

Ministry of Children and
Family Development

Burnaby Youth Custody
Services-Health Care

Mailing Address:
7900 Fraser Park Drive
Burnaby, B.C. V5J 5H1

Office: (778)452-2117
Fax: (778)452-2120
Web site: www.gov.bc.ca/mcf

ParentGuardianSurveyCoverLetter2008.doc



Observation form for Residents requiring Strong Sheet/shift

This form is to be utilized if resident is housed somewhere other than the observation cell and posted on the Residents door during the period that a Strong sheet or Shift is required.

Resident is to be checked Q15 minutes as Protocol. Under COMMENTS please be very specific: eg. Lying on left side, Lying on back, pacing, etc.

If you have any questions or concerns please notify Psychology or Health Care.

[illegible]

☐ Check box if second page is required and attached

Ministry of Children and
Family Development

**Burnaby Youth Custody
Services-Health Care**

Mailing Address:
7900 Fraser Park Drive
Burnaby, B.C. V5J 5H1

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Fax: (778)452-2120
Web site: www.gov.bc.ca/mcf

ParentGuardianSurveyCoverLetter2008.doc



PLEASE DOCUMENT RESIDENTS EATING HABITS

I.E.	<u>BREAKFAST</u> ✓	<u>LUNCH</u> Fluids only	<u>DINNER</u> Ø
SATURDAY			
SUNDAY			
MONDAY			
TUESDAY			
WEDNESDAY			
THURSDAY			
FRIDAY			

✓

-IF MOST OF MEAL IS EATEN

½

-APPROX. HALF OF MEAL IS TAKEN

FLUIDS

-IF ONLY FLUIDS ARE TAKEN DURING THE MEAL

Ø

-IF REFUSED ALL OF MEAL INCLUDING FLUIDS

Ministry of Children and
Family Development

Burnaby Youth Custody
Services-Health Care

Mailing Address:
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Office: (778)452-2117
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OPERATIONAL FORMS

BYCS – Bomb Threat Checklist

s.15

**** REPORT THE CALL ****

<p>** NOTIFY YOUR SUPERVISOR ** ** FOLLOW INSTRUCTIONS **</p>

Emergency Call List:

SAFE LINK: 604-454-1085 code BC8031

WSI: 1-877-222-3112

BBY FIRE DEPARTMENT: 604-294-7190

BBY RCMP: 604-294-7922

EHS: 604-872-5151



**BRITISH
COLUMBIA**

Ministry of Children
and Family Development

**YOUTH CUSTODY PROGRAMS
BOMB THREAT CALL CHECKLIST**

s.15

Name of the person receiving the call: _____

REPORT THE CALL TO THE DIRECTOR OR THE OFFICER IN CHARGE

Distribution: Director, Youth Custody Centre

CF0221_(10/01)

Page 1 of 1


**BRITISH
COLUMBIA**
**Ministry of Children
and Family Development**
**YOUTH CUSTODY PROGRAMS
REQUEST FOR TRANSFER
TO SECURE CUSTODY**
SECTION 1 Allegation

NAME OF YOUTH	CS NUMBER	DATE & TIME
ALLEGATION <input type="checkbox"/> Escape <input type="checkbox"/> Attempted Escape <input type="checkbox"/> Safety of Youth <input type="checkbox"/> Safety of Others		
CIRCUMSTANCES:		
YOUTH SUPERVISOR SIGNATURE		DATE

SECTION 2 Authorization for Emergency Transfer (as applicable)

I have heard the oral evidence of the allegation and/or circumstance described above and am of the opinion that the youth is guilty of the allegation and/or the youth's immediate transfer to secure custody is urgently required to preserve the proper management, good order, discipline or security of the program or the safety of the youth or others.

YOUTH SUPERVISOR WITH TRANSFER AUTHORITY SIGNATURE
--

SECTION 3 Senior Youth Supervisor

SENIOR YOUTH SUPERVISOR NAME	DATE & TIME
YOUTH: <input type="checkbox"/> Admits Allegation OR <input type="checkbox"/> Consents for His Own Safety <input type="checkbox"/> Denies Allegation OR <input type="checkbox"/> Disagrees for His Own Safety <input type="checkbox"/> Guilty OR <input type="checkbox"/> Transferred for Own Safety <input type="checkbox"/> Not Guilty OR <input type="checkbox"/> Not Required for Own Safety	
CONSEQUENCE: <input type="checkbox"/> ____ days secure custody, less time spent <input type="checkbox"/> Alternative consequence:	
SIGNATURE	

SECTION 4 Director Review

DATE & TIME
<input type="checkbox"/> Not guilty finding substituted for the guilty finding <input type="checkbox"/> Guilty finding and consequence upheld <input type="checkbox"/> Guilty finding upheld, but consequence varied
DIRECTOR

SECTION 5 Witnesses and Evidence

WITNESSES
EVIDENCE PRESENTED
CHAIRPERSON

SECTION 6 Youth Notification

I, , have been informed that I am being sent to secure custody for days as a result of a finding/for my own safety.

I, , have been notified I can appeal the decision to transfer me to secure custody for days to the Director.

SIGNATURE OF YOUTH		DATE & TIME
SIGNATURE OF WITNESS	TITLE OF WITNESS	DATE & TIME

Distribution: Master File


**BRITISH
COLUMBIA**

 Ministry of Children
and Family Development

**YOUTH CUSTODY PROGRAMS
REPORT OF YOUTH INJURY**

YOUTH SURNAME		GIVEN NAME	DATE OF BIRTH (YYYY/MM/DD)
CS NUMBER	DATE OF REPORT	CENTRE	
FACILITY LOCATION (Unit/ Gym/ ect.)		TIME & DATE OF INJURY	TIME & DATE REPORTED

If delay in reporting, give reasons: _____

Nature of injury (describe physical signs/symptoms): _____

Circumstances of injury:

- ☐ Self Inflicted
 ☐ Fighting
 ☐ Assault
 ☐ Suicide Attempt
☐ Horseplay
 ☐ Sports/Leisure
 ☐ Restraint
 ☐ Other (Specify): _____

Describe what happened: _____

Was first aid rendered? (If yes, by whom) _____

 Was safety equipment provided: ☐ YES ☐ NO ☐ N/A
 Utilized? ☐ YES ☐ NO

 Were safety regulations known to injured person? ☐ YES ☐ NO

 Was youth instructed in use of equipment? ☐ YES ☐ NO

Recommendations to prevent further occurrence: _____

Youth's Comments: _____

YOUTH'S NAME (please print)	YOUTH'S SIGNATURE	DATE SIGNED (YYYY/MM/DD)
YOUTH SUPERVISOR'S NAME (please print)	YOUTH SUPERVISOR'S SIGNATURE	DATE SIGNED (YYYY/MM/DD)

CF0223_(11/02)

DISTRIBUTION:

ORIGINAL: MASTER FILE

COPIES: ADMINISTRATION FILE AND HEALTH CARE

Medical Attendant's Assessment: _____

Disposition of injured person (hospital, returned to centre, ect.): _____

Is it likely the injury will result in permanent disability? ☐ YES ☐ NO ☐ UNKNOWN

Was injury fatal? ☐ YES ☐ NO ☐ UNKNOWN

Medical Attendant's Comments: _____

MEDICAL ATTENDANT'S NAME (please print)	MEDICAL ATTENDANT'S SIGNATURE	DATE SIGNED (YYYY/MM/DD)
---	-------------------------------	--------------------------

Senior Youth Supervisor's Comments: _____

SENIOR YOUTH SUPERVISOR'S NAME (please print)	SENIOR YOUTH SUPERVISOR'S SIGNATURE	DATE SIGNED (YYYY/MM/DD)
---	-------------------------------------	--------------------------

Director's Comments: _____

☐ Administrative Review ☐ Operational Review ☐ Critical Incident Review

DIRECTOR'S NAME (please print)	DIRECTOR'S SIGNATURE	DATE SIGNED (YYYY/MM/DD)
--------------------------------	----------------------	--------------------------

BURNABY YOUTH CUSTODY SERVICES

ALLOWABLE ITEMS FOR PERSONAL EFFECTS OF RESIDENTS
(What you are allowed to have in your Room)

Personal Hygiene

2 Shampoo
2 Conditioner
2 Gel
2 Lip Balm
2 Deodorant
2 Soap

2 Toothpaste
1 Toothbrush – short handle
1 Hairbrush
1 Comb
1 Hair scrunchie
1 Face cloth

ABSOLUTELY NO FOOD ALLOWED IN ROOMS WITH THE EXCEPTION OF CANTEEN ITEMS

1 pkg Cards
1 Calendar
2 Books School material (provided by school)
1 Religious material
1 Pencil (no metal edges and not permissible in hallways)
Small amount paper, envelopes, letters
1 Soft plastic soap dish

5 Magazines (appropriate material) including comic
1 School Duotang (provided by school)
1 Pen (**Level 4 residents only**)
1 Plastic cup
1 Laundry basket

*****Storage of letters not to be in excess of one average size shoe box*****

Excess material to be labelled then forwarded to Admissions, or mailed home

*****Nothing is to be hung on the walls in any room*****

Posters, photographs of family (no magazine pictures) On bulletin boards only
Certificates of Achievement On bulletin boards only

CLOTHING --- 3 sets maximum only – consisting of:

5 Underwear
5 socks
3 Sweat pants
3 Sweat shirt
4 T-shirts

1 Sandals (for shower only)
1 pair of Center “Chesters” and 1 pair of personal running
Shoes (level 4 only) OR
2 Centre “Chesters”
3 Towels
2 Pairs of shorts

Level 4 Residents Only

1 Pen
1 Pair own personal runners

BEDDING

1 Mattress
2 Blankets
2 Sheets
1 Pillow
1 Pillow Case

1 Garbage Can
1 Laundry Basket
1 Door Curtain
1 Window Curtain –
1 Door Curtain



BRITISH
COLUMBIA

Ministry of Children
and Family Development

YOUTH CUSTODY PROGRAMS
**Individualized Crisis
Management Plan**

The personal information requested on this form is collected under the authority of and will be used for the purpose of administering *Youth Criminal Justice Act* and the *Youth Justice Act*. Under certain circumstances, the collected information may be subject to disclosure as per the *Freedom of Information and Protection of Privacy Act*. Any questions about the collection, use or disclosure of the information should be directed to the Youth Justice Policy and Program Support Branch, (250) 356-1838, PO Box 9717, Strn Prov Govt, Victoria, B.C. V8W 9S1.

YOUTH'S NAME Unknown	CS NUMBER	DATE (YYYY/MM/DD)
-------------------------	-----------	-------------------

Safety Concerns - Warnings
(medical and physical concerns, medication, history of sexual abuse)

Current Issues - Potential Triggers
s.15

High Risk Behaviours
s.15

Intervention Strategies

Pre-crisis State
DESCRIBE



BRITISH
COLUMBIA

Ministry of Children
and Family Development

YOUTH CUSTODY PROGRAMS
**Individualized Crisis
Management Plan**

Triggering Agitation

DESCRIBE

Escalation/ Aggression

DESCRIBE

Outburst/Violence

DESCRIBE

Recovery/Calming

DESCRIBE

Custody Contacts for Staff

LAST NAME Unknown		GIVEN NAME TBA		RELATIONSHIP TO YOUTH
PHONE NUMBER +	+	PHONE NUMBER +	+	
-	-	-	-	

Review Date (YYYYMMDD):

2012.01.09

By Whom

CSU Team Meeting

BURNABY YOUTH CUSTODY SERVICES
TEAM MEETING FORMAT

Date of Meeting:_____2012

PRESENT:

A.) REVIEW:

1. PREVIOUS TEAM MEETING MINUTES :
2. OSH / UNION MANAGEMENT MINUTES. SEE 'S DRIVE'
3. NEW POLICIES AND PROCEDURES ' REVIEW IN MINUTES'
4. CQI UPDATE:
5. PROGRAMS IDEAS AND PROGRAMS DEVELOPED AND DELIVERED BY TEAM THIS QUARTER:
6. OPERATIONS ISSUES:
7. REVIEW TWICE PER YEAR: MISSION, VISION, BYCS SERVICE PLAN, YCS SERVICE PLAN AND STRATEGIC PLAN ("S"Drive)
8. STAFF WELLNESS/RECOGNITION TEAM INITIATIVES
9. IDENTIFY ANY TEAM BUILDING/PERSONAL DEVELOPMENT INITIATIVES.

B. CURRENT ISSUES/ CONCERNS:

- 1.

C. ITEMS FOR THE LEADERSHIP TEAM MEETINGS:

- 1.

D. NEXT MEETING DATE:

Distribution list:
BYCS Supervisors
Giovanna for posting on the "S" drive

Unit Laundry Schedule

Room 1	Room 2	Room 3	Room 4	Room 5	Room 6	Room 7	TO Room
Sun AM	Sun AM	Sun PM	Sun PM	Mon AM	Mon AM	Mon PM	Mon PM
Tue PM	Tue PM	Tue AM	Tue AM	Wed PM	Wed PM	Wed AM	Wed AM
Thur AM	Thur AM	Thur PM	Thur PM	Fri AM	Fri AM	Fri PM	Fri PM
Sat AM	Sat AM	Sat AM	Sat AM	Sat PM	Sat PM	Sat PM	Sat PM

Laundry Rules

1. Only residents on a scheduled laundry time will be allowed access to the unit laundry rooms (no exceptions). Staff and supervisors are to enforce.
2. **AM = 0700hrs until 1430hrs.**
3. **PM = 1430hrs until bedtime.**
4. Residents are responsible for ensuring their own clothing and bedding is washed as required during their designated laundry times.
5. Bedding must be washed at least once per week.
6. No laundry or bedding is to leave the unit. If you are going to court just take the clothes you are wearing.

Date Received: _____

[illegible]

Date: _____ Signed: _____ Printed: _____

DIRECTORS COMMENTS:	Date Received: _____
Signed: _____	Date: _____

Phone or Write to:

1. Inspector, Youth Justice Programs at (250) 387-0322
2. Ombudsman's Office at 1-800-567-3247

Signed: _____

Dated: _____

Distribution: Original to Youth
Master File
Admin File

Page 2 of 2

BYCS ESCAPE CHECKLIST

Person-in-Charge: _____ Date: _____

- ☐ Confirm escaped youth(s)
- ☐ Secure escape route and all youths and buildings
- ☐ Medical attention for those requiring
- ☐ Call 911- Burnaby RCMP if urgent
- ☐ Call 604-294-7922 for Complaints desk if not urgent
 - ☐ Name and description of escaped youth(s) _____
 - ☐ Age and date of birth of escaped youth(s) _____
 - ☐ Last known direction of escaped youth(s) _____
 - ☐ Y__ N__ Danger to community or self- _____
 - ☐ Police file # _____
- ☐ Protect all evidence
- ☐ Photograph where appropriate
- ☐ RCMP Escape Package
 - ☐ Client Identification Card
 - ☐ Client History
 - ☐ Warrant of Committal/Remand (copy)
 - ☐ Incident Report (copy)
 - ☐ Witness Statements (original)
 - ☐ Escape Notification form YP4 (copy)
 - ☐ Reintegration Leave if appropriate (copy)
- ☐ Complete copy of RCMP Escape Package to
 - ☐ Director of Operations, including:
 - ☐ Incident Report (original)
 - ☐ Escape Notification form YP4 (original)
 - ☐ Case Management
- ☐ Notification of Parent/Guardian (After Hours Social Worker 604-660-8180)
 - ☐ Name _____
 - ☐ Relationship _____
 - ☐ Phone Number _____

BYCS CASE MANAGEMENT **ESCAPE FOLLOW UP NOTIFICATIONS**

Notification:

- ☐ Executive Director Youth Custody
- ☐ Community Probation Officer

Capture notifications by Case Management

- ☐ Director of Operations
- ☐ Executive Director Youth Custody
- ☐ Community Probation Officer



YOUTH CUSTODY CENTRE	DATE
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SECTION 1 Information on Escapee

NAME OF YOUTH		AGE	CS NUMBER
Police File Number	Length of Custody Portion of Sentence	Offence	
Probable Release to Community Date (before escape)			
Balance of Custodial Portion of Sentence to be Served _____ days			
What was the escapee wearing?			
Does the escapee present a potential threat to the community?			
Has the escapee exhibited self-hurt behaviour in custody?			

SECTION 2 Details of the Escape

DATE OF ESCAPE	TIME OF ESCAPE		
How was the escape accomplished?			
Any violence used?			
When was the escape noticed and by whom?			
YOUTH SUPERVISOR NAME	DATE	TIME	
Comments			
YOUTH SUPERVISOR SIGNATURE			DATE

Distribution: Local Police Agencies
Director, Youth Custody Centre
Field Youth Probation Officer
Master File
Admin. File

POLICE REFERRAL PACKAGE

Type of Incident: _____

Full Names of Accused: _____

Offence Date and Time: _____

Location of Offence: _____

Victim(s) Name: _____

ATTACHMENTS	
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1. POLICE REFERRAL PACKAGE CHECK LIST (original Police, copy Case Management)	<input type="checkbox"/>
2. WARRENT OF COMMITTAL (copy to Police & Case Management)	<input type="checkbox"/>
3. CLIENT IDENTIFICATION SHEETS (both pages, print off Cornet) (copy to Police & Case Manag)	<input type="checkbox"/>
4. GUARDIAN INFORMATION FOR VICTIM AND ACCUSED	<input type="checkbox"/>
5. YOUTH INJURY REPORT (copy to Police & Case Management)	<input type="checkbox"/>
6. PHOTOGRAPHS (dated, time, photographer listed, signed) (original Police)	<input type="checkbox"/>
7. WITNESS STATEMENTS (list): (original Police, copy Case Management)	<input type="checkbox"/>
-	<input type="checkbox"/>
-	<input type="checkbox"/>
-	<input type="checkbox"/>
6. INCIDENT REPORT(s) (copy Police & Case Management)	<input type="checkbox"/>
7. OTHER EVIDENCE (list and use evidence bags)	<input type="checkbox"/>
-	<input type="checkbox"/>
-	<input type="checkbox"/>
-	<input type="checkbox"/>

ASSAULT REPORTS		
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a. Is the victim requesting charges be laid?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
b. Is the victim willing to provide a statement to police?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
c. Detail efforts made to obtain a victim statement:		

d. Consent for Release of Information Form signed? (original Police, copy Case Management)		
Yes <input type="checkbox"/> (please attach) No <input type="checkbox"/>		

NOTIFICATION MADE:(indicate date, to whom and by whom)		
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Guardian/Parent:	Date:	By:
Social Worker:	Date:	By:
Probation Officer:	Date:	By:

Police File#: _____ Date: _____ By: _____

***IF NOTIFICATION TO POLICE NOT MADE, INDICATE REASON:** _____

Submitted by: (print name and title)

Signature

Distribution:
Original to Police
Case Management



POLICE REFERRAL PACKAGE

CONSENT TO DISCLOSURE OF INFORMATION

I, _____, consent to the disclosure of information about

☒ me

I consent to the disclosure of

☐ all information

☐ all information with the exception of the following:

☒ the following specific information only:

Any medical reports/assessments, services rendered medically, injuries received pertaining to
incident date: _____

To

Name(s):	Address(es):	Phone/fax:
(1) Burnaby R.C.M.P./Investigating Officer		
(2) Director of Operations		
(3) MCF Child Protection Social Worker		

For the following purpose:

Follow up on my concerns for internal investigation and possible criminal charges

Date: _____

Signature of person giving consent: _____

Signature of Witness to consent: _____

Print Witness Name: _____

This consent is valid for one year unless revoked in writing by the person giving consent.

Ministry of Children and Family Development	Burnaby Youth Custody Services	Mailing Address: 7900 Fraser Park Drive, Burnaby, BC V5J 5H1	Telephone: 778-452-2050 Facsimile: 778-452-2087 Web site: www.gov.bc.ca/mcf
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COLUMBIA

Ministry of Children
and Family Development

WITNESS LIST

The information collected on this form is collected under the authority of and will be used for the purposes of administering the *Youth Criminal Justice Act* and the *Youth Justice Act*. Any questions about the collection, use or disclosure of the information should be directed to the Youth Justice Policy and Program Support Branch, (250) 356-1838, PO Box 9717, Stn Prov Govt, Victoria, B.C. V8W 9S1.

1. Name: _____ Phone: _____
Address: _____ City: _____ Postal Code: _____
Will Say: _____

2. Name: _____ Phone: _____
Address: _____ City: _____ Postal Code: _____
Will Say: _____

3. Name: _____ Phone: _____
Address: _____ City: _____ Postal Code: _____
Will Say: _____

Form Completed by: _____ Date Completed: _____

DISTRIBUTION: CROWN COUNSEL

CF0256 (04/11)

BURNABY YOUTH CUSTODY SERVICES
VISITOR
SIGN IN SHEETS

[illegible]

YCP5

**MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT
BURNABY YOUTH CUSTODY PROGRAMS
SEARCH OF PERSONS ENTERING A CUSTODY CENTRE
CONSENT TO SEARCH**

Date and Time: _____ To (Print Name): _____

I, _____, Person in Charge, have authorized that you be subjected to a strip search prior to your being permitted to enter _____ (Custody Centre).

The grounds for this search are: _____

You do not have to submit to this search; however, failure to do so will result in your entrance being denied. In the event contraband is discovered while a search is being conducted:

- a) your entrance denied and you may be escorted off grounds; and,
- b) you may be detained until the police are contacted and you may be charged with a criminal offence.

Signature of Person in Charge

I have read and understand the grounds warranting a search of me and my possessions. In signing this form, I hereby consent to being strip searched.

Signed: _____ Date: _____

Witness: _____ (Youth Supervisor)

Distribution: Director, Youth Custody Centre



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and Family Development**

**YOUTH CUSTODY PROGRAMS
SEARCH OF PERSONS
ENTERING A CUSTODY CENTRE
CONSENT TO SEARCH**

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To: _____ Date & Time: _____

I, _____, have authorized that you be subjected to a strip search prior to
NAME OF PERSON IN CHARGE

your being permitted to enter _____
NAME OF CUSTODY CENTRE

The grounds for the search are:

--

You do not have to submit to this search; however, failure to do so will result your entrance being denied. In the event contraband is discovered while a search is being conducted:

- a) your entrance will be denied and you may be escorted off grounds; and,
- b) you may be detained until the police are contacted and you may be charged with a criminal offence.

SIGNATURE OF PERSON IN CHARGE

I have read and understand the grounds warranting a search of me and possessions. In signing this form, I hereby consent to being strip searched.

SIGNATURE OF PERSON CONSENTING	DATE
SIGNATURE OF WITNESS (Person in Charge)	

Distribution: Director, Youth Custody Centre

[illegible]

VISITING/PHONE LIST REQUEST FORM**RESIDENT NAME:** _____**CS#:** _____**Unit:** _____**Field P.O.** _____

According to Burnaby Youth Custody Services policy, the **only personal calls allowed are to immediate family members**. In order to ensure prompt approval of your phone/visit list, please fill out the following form, including address, phone number and relationship of person(s) you are requesting. If form is incomplete, it may be returned to you for completion.

NOTE: After 30 days in custody, you may request other family members (ie. Aunts, Uncles, cousins).

Resident will be informed if request denied.

Name of Family or Guardian:	Relationship:
Address	Phone#:
Allowed: <input type="checkbox"/> Denied: <input type="checkbox"/>	

Name of Family or Guardian:	Relationship:
Address	Phone#:
Allowed: <input type="checkbox"/> Denied: <input type="checkbox"/>	

Name of Family or Guardian:	Relationship:
Address	Phone#:
Allowed: <input type="checkbox"/> Denied: <input type="checkbox"/>	

Name of Family or Guardian:	Relationship:
Address	Phone#:
Allowed: <input type="checkbox"/> Denied: <input type="checkbox"/>	

Name of Family or Guardian:	Relationship:
Address	Phone#:
Allowed: <input type="checkbox"/> Denied: <input type="checkbox"/>	

Name of Family or Guardian:	Relationship:
Address	Phone#:
Allowed: <input type="checkbox"/> Denied: <input type="checkbox"/>	

VisitRequestForm.doc
Created: Jan 9/08

Unit Meeting/Discussion

Date:

Unit Name:

Staff Present:

Residents Present:

1. Check in with residents re: relationship issues on unit, on POD, in the building... with peers, with staff, with resources...	<ul style="list-style-type: none"> • Ask youth about relationship issues and possible solutions.
2. Discussion about observations about cleanliness of unit common areas and rooms	<ul style="list-style-type: none"> • What has the staff noticed? • What have the youth noticed?
3. Program discussion and suggestions... potential guest speakers...interests?	<ul style="list-style-type: none"> • Information exchange • Program suggestions queries
4. How do we improve things on our unit for residents and staff?	<ul style="list-style-type: none"> • Ask youth for their input and solutions • Staff make suggestions • Come up with a plan with the youth
5. Communicate any information of interest to the youth. Talk about current event issues, changes to procedures, policies, YAM minutes...	

BYCS DAILY ROOM AND UNIT INSPECTION SHEET Page 1

UNIT:	DATE:	TIME:	UNIT STAFF:
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ROOM	YOUTH	ALLOWABLE ITEMS	PASS / FAIL	FOLLOW UP
1				
2				
3				
4				
5				
6				
7				
TO / 8				
	YOUTH		PASS / FAIL	FOLLOW UP
KITCHEN				
DAY ROOM				
HALLWAYS				
SHOWERS				
LAUNDRY				
GARBAGE				
EXTRA				

ALLOWABLE CLOTHING TO BE COUNTED EVERY SATURDAY:

3 pants 2 towels 5 t-shirts 5 underwear 3 sweat shirts 5 socks 2 shorts

ROOM ACCESSORIES MUST BE CHECKED DAILY AND SIGNED OFF.

ROOM #	T.O/8	1	2	3	4	5	6	7
Garbage Can	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pillow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Door Curtain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Window Curtain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Soap Dish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laundry Basket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cotton Mattress Pad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Retardant Mattress Cover	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

New Damages to Room---notes:

Reported to Supervisor Y ☐ N ☐

Unit Staff (Signature):- _____

SUPERVISOR'S COMMENTS:-**SHIFT SUPERVISOR:-** _____ **TIME:-** _____SSD/BYCS Room and Unit Inspection Sheet.doc
Amended 27th February 2012

BYCS DAILY ROOM AND UNIT INSPECTION SHEET Page 2

BYCS CLEANLINESS EXPECTATIONS

<u>ROOMS</u> <ul style="list-style-type: none">• Beds made neatly• Toilets/sinks cleaned• Floors swept and mopped• Walls clean and free of graffiti• Personals organized neatly	<u>DAYROOM</u> <ul style="list-style-type: none">• Wipe ledges/counters• Vacuum/sweep or mop• Free of debris
<u>KITCHEN</u> <ul style="list-style-type: none">• Tables/counters cleaned• Floor swept/mopped• Area free of debris	<u>EXTRA</u> <ul style="list-style-type: none">• As detailed by Staff
<u>SHOWERS</u> <ul style="list-style-type: none">• Shower stalls wiped down• Floor mopped• Walls wiped down• Drain free of debris	<u>LAUNDRY AREA</u> <ul style="list-style-type: none">• Clean lint trap• Drains free of debris• Swept/mopped – mop head exchanged, mop bucket dumped• Area wiped down
<u>HALLWAYS/LANDINGS/STAIRS</u> <ul style="list-style-type: none">• Swept/mopped• Free of Debris	<u>GARBAGE</u> <ul style="list-style-type: none">• Gather garbage from all areas in Unit• Ensure garbage removed from Unit

REMINDERS

**UNIT STAFF ARE TO REVIEW SUPERVISORS
COMMENTS AND CORRECT ANY ISSUES BY 12:30**

**SATURDAY CLEANING PROGRAM INVOLVES A
THOROUGH CLEANING OF ALL AREAS.**

**ALLOWABLE CLOTHING/BEDDING WILL BE
COUNTED ON SATURDAYS WITH ANY
NOTICEABLE EXTRAS REMOVED ON A DAILY
BASIS.**

**NIGHTSHIFT STAFF MUST PREPARE THIS
DOCUMENT FOR DAYSHIFT**

SSD/BYCS Room and Unit Inspection Sheet.doc
Amended 27th February 2012

SYS Night Shift Checklist of Duties

General duties (every night)	Extra duties Tuesday night	Extra duties Wednesday Night	Extra duties Thursday night	Extra duties Friday/Saturday	Extra duties Sunday night
Radios off at 23:30 Front gates locked at 00:30	Incentive program packages including master sheets, canteen sheets, new progress logs completed. Photocopy master sheets for Trust accounts and classification. Put originals on clipboard in ADO's office.	PAT inventory checklist to be completed.	Ensure court breakfasts are delivered to appropriate units.	Radios off at 01:00	Stores request sheets handed in from all units.
Update and verify counts with cornet, and resident names with overnight supervisor at 03:00 Shift report, Program log, medication log, court list, and shift summary sent to all staff	Ensure staff add bursaries and paid chores.		Canteen to be picked up from Jimmy's area and delivered to Units. Staff to label all canteen items with residents name in black marker.		
Print hard copy of shift report for ADO clipboard	Stores sheet handed in from all units		Collect unit supply sheets.		
Ensure all garbage and re-cycling from the secure rotunda and Open custody has been removed from the building.					
Ensure staff have been					

Night Shift Staff Checklist of Duties

General duties (every night)	Extra duties Tuesday night- Canteen Night	Extra duties Thursday night	Extra duties Sunday night
Empty and remove garbage and recycling in office and office washroom	Complete the calculation of all incentive program sheets and fill out order forms for canteen.	Fill out Stores Request supply form.	Fill out Stores Request supply form.
Tidy desk and accessories.	Ensure new progress logs are completely filled out with name, date, CS #, etc.	Mark all canteen items with the names of residents who purchased them.	
Remove miscellaneous items such as dead files, mugs, crates, extra radios, etc. and return them.	Put new weekly phone log on residents' files.		
Empty dirty rooms of Laundry (wash, dry and organize for AM Staff) in case of new intake.			
Check supplies in storage cabinet and leave note for Stores Request form			
Screen outgoing mail, log, and place in reception			
Empty all food in fridge with the exception of labeled canteen items if not done so previously			
Fill out Chore List by using chore rotation sheet			
Check office paperwork folders and ensure photocopying is done if running low. Organize the files for ease of access.			

Fix resident files with re-enforcers for loose paper and new metal clips if broken or lost.			
Ensure there is no loose garbage or dirty laundry around the unit (general neatness).			
Reboot the computers.			
Contraband search in the Common Areas.			
Ensure Flashlights are charged.			
Get Early Court residents prepared to leave. Verify count with residents on Cornet at 03:00 Ensure whiteboard bed plan is current.			


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**YOUTH CUSTODY PROGRAMS
Resident Communication
Monitoring Approval**

The personal information requested on this form is collected under the authority of and will be used for the purpose of administering *Youth Criminal Justice Act* and the *Youth Justice Act*. Under certain circumstances, the collected information may be subject to disclosure as per the *Freedom of Information and Protection of Privacy Act*. Any questions about the collection, use or disclosure of the information should be directed to the Youth Justice Policy and Program Support Branch, (250) 356-1838, PO Box 9717, Stn Prov Govt, Victoria, B.C. V8W 9S1.

RESIDENT'S LAST NAME	RESIDENT'S GIVEN NAME	CS NUMBER
Description of the Grounds for Monitoring - communications with privileged persons cannot be monitored. (Must be reasonable and individual grounds as defined in YCR, identify collateral contacts if applicable)		

Contacts Requiring Monitoring:

LAST NAME	GIVEN NAME	RELATIONSHIP TO YOUTH
ADDRESS		
CITY/TOWN	PROVINCE BC	POSTAL CODE
PHONE NUMBER	+ -	
For this contact monitor: <input type="checkbox"/> Phone <input type="checkbox"/> Mail <input type="checkbox"/> Both		

Date Range for Mail/Phone Monitoring

From (YYYYMMDD):	To (YYYYMMDD):	Review Date (YYYYMMDD):
<input type="text"/>	<input type="text"/>	<input type="text"/>

Approved by Director (or designate)

DIRECTOR'S SIGNATURE	TITLE	DATE SIGNED (YYYYMMDD):

BYCS Daily Progress Log

Name: _____ **Unit:** _____ **CS#** _____
Date: _____ **Level:** _____ **Week:** _____

Rating Scale: 4 – Good 3 – Acceptable 2 – Fair 0 – Unacceptable	Pro-Social Behaviour: Relates well with staff and peers, follows direction. Resolves conflicts. Shows empathy. Acts responsibly. Accepts differences.	Health & Hygiene: Engages in fitness activities. Keeps room clean Good personal hygiene.	Work Skills: Completes assigned tasks. Works independently. Helpful attitude. Good time management.	School & Programs: Participates well in school and programs Completes tasks. Contributes to group activities. Respects teachers and program providers.
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		Total Assessment Points _____ (Carried forward from previous week)	
Wednesday Day Shift		Date: _____	Level _____
Pro-Social Behaviour Staff	/4	Bonus / 5 Comments:	
Pro-Social Behaviour Peers	/4		
Health & Hygiene	/4		
Work Skills	/4		
School & Programs	/4		
Total	/20	Assessment Points _____ Staff(Print) _____	
Wednesday Afternoon Shift		Date: _____	Level _____
Pro-Social Behaviour Staff	/4	Bonus / 5 Comments:	
Pro-Social Behaviour Peers	/4		
Health & Hygiene	/4		
Work Skills	/4		
School & Programs	/4		
Total	/20	Assessment Points _____ Staff(Print) _____	
Thursday Day Shift		Date: _____	Level _____
Pro-Social Behaviour Staff	/4	Bonus / 5 Comments:	
Pro-Social Behaviour Peers	/4		
Health & Hygiene	/4		
Work Skills	/4		
School & Programs	/4		
Total	/20	Assessment Points _____ Staff(Print) _____	
Thursday Afternoon Shift		Date: _____	Level _____
Pro-Social Behaviour Staff	/4	Bonus / 5 Comments:	
Pro-Social Behaviour Peers	/4		
Health & Hygiene	/4		
Work Skills	/4		
School & Programs	/4		
Total	/20	Assessment Points _____ Staff(Print) _____	
Friday Day Shift		Date: _____	Level _____
Pro-Social Behaviour Staff	/4	Bonus / 5 Comments:	
Pro-Social Behaviour Peers	/4		
Health & Hygiene	/4		
Work Skills	/4		
School & Programs	/4		
Total	/20	Assessment Points _____ Staff(Print) _____	
Friday Afternoon Shift		Date: _____	Level _____
Pro-Social Behaviour Staff	/4	Bonus / 5 Comments:	
Pro-Social Behaviour Peers	/4		
Health & Hygiene	/4		
Work Skills	/4		
School & Programs	/4		
Total	/20	Assessment Points _____ Staff(Print) _____	
Saturday Day Shift		Date: _____	Level _____
Pro-Social Behaviour Staff	/4	Bonus / 5 Comments:	
Pro-Social Behaviour Peers	/4		
Health & Hygiene	/4		
Work Skills	/4		
School & Programs	/4		
Total	/20	Assessment Points _____ Staff(Print) _____	
Total Points		Total Bonus Points For Pay ONLY	
Saturday Afternoon Shift		Date: _____	Level _____

Pro-Social Behaviour Staff	/4	Bonus / 5 Comments:
Pro-Social Behaviour Peers	/4	
Health & Hygiene	/4	
Work Skills	/4	
School & Programs	/4	
Total	/20	Assessment Points _____ Staff(Print) _____
Sunday Day Shift		Date: _____ Level _____
Pro-Social Behaviour Staff	/4	Bonus / 5 Comments:
Pro-Social Behaviour Peers	/4	
Health & Hygiene	/4	
Work Skills	/4	
School & Programs	/4	
Total	/20	Assessment Points _____ Staff(Print) _____
Sunday Afternoon Shift		Date: _____ Paid Job \$ _____ Level _____
Pro-Social Behaviour Staff	/4	Bonus / 5 Comments:
Pro-Social Behaviour Peers	/4	
Health & Hygiene	/4	
Work Skills	/4	
School & Programs	/4	
Total	/20	Assessment Points _____ Staff(Print) _____
Monday Day Shift		Date: _____ Level _____
Pro-Social Behaviour Staff	/4	Bonus / 5 Comments:
Pro-Social Behaviour Peers	/4	
Health & Hygiene	/4	
Work Skills	/4	
School & Programs	/4	
Total	/20	Assessment Points _____ Staff(Print) _____
Monday Afternoon Shift		Date: _____ Paid Job \$ _____ Level _____
Pro-Social Behaviour Staff	/4	Bonus / 5 Comments:
Pro-Social Behaviour Peers	/4	
Health & Hygiene	/4	
Work Skills	/4	
School & Programs	/4	
Total	/20	Assessment Points _____ Staff(Print) _____
Tuesday Day Shift		Date: _____ Level _____
Pro-Social Behaviour Staff	/4	Bonus / 5 Comments:
Pro-Social Behaviour Peers	/4	
Health & Hygiene	/4	
Work Skills	/4	
School & Programs	/4	
Total	/20	Assessment Points _____ Staff(Print) _____
Tuesday Afternoon Shift		Date: _____ Paid Job \$ _____ Level _____
Pro-Social Behaviour Staff	/4	Bonus / 5 Comments:
Pro-Social Behaviour Peers	/4	
Health & Hygiene	/4	
Work Skills	/4	
School & Programs	/4	
Total	/20	BP Assessment Points _____ Staff(Print) _____

Total Weekly Points		Less Assessment Points	=	(Total BP)
Rating Scale	Calculation			Level Achieved & Week #
LEVEL 1 (000-149 points)	Total Points	x .00 = \$	NO PAY	
LEVEL 2 (150-199 points)	Total Points	x .04 = \$		
LEVEL 3 (200-259 points)	Total Points	x .06 = \$	+ Paid Job \$	= \$
LEVEL 4 (260-280 points)	Total Points	x .08 = \$	+ Paid Job \$	= \$

Staff (Print): _____

Date: _____

Progression up the Levels—

Level 2—Youth must earn 150 or more total points to remain on level 2. Youth must remain on level 2 for 2 weeks before upgrade. Must earn min. point for level 3.

Level 3—Youth must earn 200 or more total points to remain on level 3. Youth must remain on level 3 for 2 weeks before upgrade. Must earn min. point for level 4.

Level 4—Youth must earn 260 or more total points to remain on level 4. Youth must continue to earn a min of 260 points or will be destaged a level week #1.

When a youth is destaged due to lack of points they begin at new level week #1.

*** Level 1 residents can request a 3 day review. If they have earned 100 REGULAR points & positive written comments in the 3 days on level 1 they must ask the Youth Supervisor for a review. The Youth Supervisor will review the request with the Shift Supervisor. An upgrade must be documented in the Comment and Level section along with a legible signature of the Youth Supervisor completing the review. If a youth is not upgraded to a higher level he/she is not eligible again until calculation night. A youth who is eligible for a review on Tuesday will have to wait until the building review Tuesday night. A youth who is eligible on Wednesday morning will have to accept the review that was done the previous night. These youths may request another 3 day review Friday night.

Form Date: Feb 3, 2009

B.Y.C.S. Professional and Personal Calls Log

Week of:	From:	To:	Name:
	<i>Wednesday</i>	<i>Tuesday</i>	CS#:

Contact Name	Relationship	Phone #	Cornet Verified (Staff Initial)	Date	Complete? (Yes or No)

Personal Calls**Maximum 4 Complete (Y) Per Week**

Contact Name	Relationship	Phone #	Cornet Verified (Staff Initial)	Date	Complete? (Yes or No)	Monitor (Y/N)	Terminate (IR Required)

Comments or Alerts

ROOM OCCUPANCY INSPECTION SHEET

Resident Name: _____ Intake Date: _____

CS#: _____ Trf/Release Date: _____

Staff Name: _____ Trf/Release Date: _____

Unit: _____

Room#: _____

ITEM	CONDITION	COMMENTS	RESIDENT INTAKE INITIAL	STAFF TRF/RELEASE INITIAL
Walls and Mirrors				
Bulletin Board				
Floor				
Window				
Ceiling				

I have been shown by staff the sprinkler in my room and have been told and clearly understand that if I tamper or damage the sprinkler, charges will be laid with the Burnaby RCMP. I will also be responsible monetarily for any damages that results from tampering with the sprinkler.

Staff Signature

Resident signature

Date

LIFE SPACE INTERVIEW CHECKLIST

DATE: _____

RESIDENT INVOLVED;	
STAFF INVOLVED;	
ISOLATE THE CONVERSATION; -Find a quiet place to talk.	
EXPLORE THE YOUNG PERSONS POINT OF VIEW; -Focus Interview on event. -Use open questions; When did this happen? What happened before that? What happened next? -Use reflective responses, "You were angry because...." ---Use active listening skills. -Help youth sequence the events. -Be supportive, don't argue. -Share what you saw or heard to add to the description and help stay focussed on the central issue.	
SUMMARIZE THE FEELINGS AND CONTENT; -Make sure you are on the same page; "Let me see if I have this correct."	
CONNECT THE YOUNG PERSON'S FEELINGS AND BEHAVIOUR; -Make a statement connecting feelings with behaviour. "So when Johnny calls you names it hurts your feelings and you get upset and angry so you threatened to hit him."	
ALTERNATIVE BEHAVIOURS DISCUSSED; -Encourage youth to explore different ways to deal with the situation. -Accept what the young person has offered. -Guide youth to a realistic plan.	
PLAN DEVELOPED/PRACTICED THE PLAN; -Choose a realistic plan. -Have the youth state the plan. -Practise plan. -Encourage youth to participate in planning.	
ENTER THE YOUNG PERSON BACK INTO PRORAM; -Help youth anticipate other's reactions when returned to normal routine. -Prepare youth to return to regular routine.	

Burnaby Youth Custody Services

Weekly Unit Security Check report to Supervisor

For the week ending: Saturday, _____ Unit: _____ Staff: _____

Area	Issue?	✓ & initial if okay	Area	Issue?	✓ & initial if okay
Room 1			Room 2		
Room 3			Room 4		
Room 5			Room 6		
Room 7			Room 8		
Kitchen			Living room		
Laundry room			Activity room		
Staff office			Side interview room		
Stairs			Other area		

To Staff: Please conduct security checks of all areas during the Saturday Morning clean up using this checklist. Describe any issues noted and report deficiencies immediately to operational supervisor who will notify the supervisor responsible for reporting issues to WSI. Please forward this completed report to your pod supervisor to become part of a weekly report to Director of Operations about overall safety concerns.

ADMISSION AND DISCHARGE FORMS


**BRITISH
COLUMBIA**
**Ministry of Children
and Family Development**
**YOUTH CUSTODY PROGRAMS
ADMISSION TO
PRE-COURT DETENTION**
SECTION 1 Pre Admission

To be completed by Admitting Police Officer.

Name of Youth		<input type="radio"/> MALE <input type="radio"/> FEMALE	Birth Date (YYYY/MM/DD)
Youth Custody Centre	Date of Admission		Time of Admission
Medical Concerns: <input type="radio"/> YES <input type="radio"/> NO			
Parents/Guardian(s)			
Address			Phone Number
V	I	S	E
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
N	D	M	P
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Reason for Admission

Alleged Offence(s):	
Court Location:	File:
Time of Arrest/ Apprehension	Location of Arrest
Arresting Officer:	Agency

Legal Authority

<input type="radio"/> New Charge <input type="radio"/> Warrant of Arrest? <input type="radio"/> Suspension of Supervision in the Community/ Conditional Supervision	
Offence:	File Number:

Reason youth does not meet release provision of the *Bail Reform Act*

<input type="radio"/> Public Interest, to establish identity	<input type="radio"/> Public Interest, to secure or preserve evidence	<input type="radio"/> Public Interest, to prevent repetition of offence	<input type="radio"/> Likelihood of failure to appear in court
--	---	---	--

Admitting Police Officer

Name:	Signature	Badge Number:
-------	-----------	---------------

SECTION 2 Post Admission

To be completed by custody centre.

The youth is a ward of MCFD? <input type="radio"/> YES <input type="radio"/> NO	
Parent/Guardian notified of admission by telephone or in person? <input type="radio"/> YES <input type="radio"/> NO	
Unable to contact Parent/Guardian, written notice sent: Date Written Notice Sent: _____	
Youth advised of right to call Legal Counsel and Parent/Guardian: <input type="radio"/> YES <input type="radio"/> NO	
The call was made? <input type="radio"/> YES <input type="radio"/> NO To whom: _____	
If NOT , please indicate reason: <div style="border: 1px solid black; height: 80px; width: 100%;"></div>	
Senior Correctional Officer	Date

BYCS DAILY FORMAL COUNT SHEET

DATE: _____

CONTROL			RECORDS											
UNIT	CORNET	UNIT	UNIT	CORNET	UNIT	CORNET	UNIT	CORNET	UNIT	CORNET	UNIT	CORNET	UNIT	
ASPERITY			ASPERITY											
COLUMBIA			COLUMBIA											
CYPRESS			CYPRESS											
DELTAFORM			DELTAFORM											
WHISTLER			WHISTLER											
Sub-Total			Sub-Total											
SEP - CON			SEP - CON											
ELKHORN			ELKHORN											
EMERALD			EMERALD											
FAIRWEATHER			FAIRWEATHER											
FERNIE			FERNIE											
GLACIER			GLACIER											
GOLDEN			GOLDEN											
HARRISON			HARRISON											
HOLLYBURN			HOLLYBURN											
MED - OBS			MED - OBS											
VENTURE			VENTURE											
Sub-Total			Sub-Total											
TOTAL			TOTAL											

s.15

BYSC Manual Cornet Entry Form

Section 1: Initial Entry

Date:	Time:	
CS#	DOB(yy/mm/dd):	
Last Name(s):		
First Name(s)	Middle Name(s)	
Alias(s):		
Place of Birth:	Age:	
Cash:	Amount: \$	Receipt #:
Safe: Yes <input type="checkbox"/> No <input type="checkbox"/>		

Section 2: Characteristics

Client Address:		
City:		Phone:
Racial Appearance: Caucas: <input type="checkbox"/> Native <input type="checkbox"/> Indo-Canadian <input type="checkbox"/> Asian <input type="checkbox"/>		
Negro <input type="checkbox"/> Metis <input type="checkbox"/> Mulatto <input type="checkbox"/>		
Religion	Language	English <input type="checkbox"/> Other <input type="checkbox"/>
Education	Elementary <input type="checkbox"/> Secondary <input type="checkbox"/> Other <input type="checkbox"/>	Last Grade Completed:
Occupation:	Student <input type="checkbox"/> Unemployed <input type="checkbox"/> Other <input type="checkbox"/>	
Marital Status:	Single <input type="checkbox"/> Other <input type="checkbox"/>	
Height(ff/in):	Weight(lbs):	Bald: Yes <input type="checkbox"/> No <input type="checkbox"/>
Facial Hair:	Clean <input type="checkbox"/> Moustache <input type="checkbox"/> Beard <input type="checkbox"/> Other <input type="checkbox"/>	
Hair:	Brown <input type="checkbox"/> Blonde <input type="checkbox"/> Red <input type="checkbox"/> White <input type="checkbox"/> Grey <input type="checkbox"/> Black <input type="checkbox"/> Other <input type="checkbox"/>	
Eyes:	Brown <input type="checkbox"/> Blue <input type="checkbox"/> Hazel <input type="checkbox"/> Green <input type="checkbox"/> Other <input type="checkbox"/>	

Section 3: Identifying Marks

Mark/Type	Front/Back/Left/Right	Body Part	Comment

Section 4: Security/Medical/Community Alerts

Drugs <input type="checkbox"/> Escape <input type="checkbox"/> Mentally Unstable <input type="checkbox"/> Protective Custody <input type="checkbox"/> Suicidal <input type="checkbox"/>
Violent <input type="checkbox"/> Hepatitis <input type="checkbox"/> Infectious <input type="checkbox"/>
Alert Authorized By Police <input type="checkbox"/> Sheriffs <input type="checkbox"/> Nurse <input type="checkbox"/> Corrections <input type="checkbox"/> Other <input type="checkbox"/>

Ward of MCFD Yes ☐ No ☐

BYSC Manual Cornet Entry Form

Section 5: Case Contacts

Parent/Guardian:	
Last Name:	First Name:
Address	
City:	Telephone:
Probation Officer:	
Office	Telephone:
Social Worker:	
Office:	Telephone:

Information Recorded By: _____ (Print)



Burnaby Youth Custody Services

Strip Search Documentation – Reasonable Grounds

Pursuant to Section 32.1 (2) and (3) YJA and Section 18 YCR a strip search was conducted of:

Name of Youth (Print) _____ CS# _____

Date: _____ Time: _____ Duration of
search: _____

Names of two staff conducting search: _____ &

Reason for search: _____

Reason and description of any force applied during search:

Description of any contraband seized:

2012-03-23



BRITISH
COLUMBIA

Ministry of Children
and Family Development

**WARRANT OF APPREHENSION
FOR SUSPENSION OF SUPERVISION IN THE
COMMUNITY/CONDITIONAL SUPERVISION
AND ORDER FOR REMAND**

The information collected on this form is collected under the authority of and will be used for the purposes of administering the *Youth Criminal Justice Act* and the *Youth Justice Act*. Any questions about the collection, use or disclosure of the information should be directed to the Youth Justice Policy and Program Support Branch, (250) 356-1838, PO Box 9717, Stn Prov Govt, Victoria, B.C. V8W 9S1

**Police Agency
& File #:** _____

**Court
File#:** _____

Date of Birth: _____

YY/MM/DD

CS#: _____

The Supervision in the Community/Conditional Supervision Order granted to:

On _____

following release from _____

DATE OF RELEASE

NAME OF RELEASING CUSTODY CENTRE / YOUTH COURT

is hereby duly suspended in accordance with section 102(1)(b)/106(a) *Youth Criminal Justice Act*.

As the delegate of the Provincial Director,

- I have reasonable grounds to believe that this **young person has breached or is about to breach a condition of the Supervision in the Community/Conditional Supervision Order;**
- Pursuant to section 106(a) *Youth Criminal Justice Act*, I hereby **suspend the Order for Supervision in the Community/Conditional Supervision;**
- Pursuant to section 102(1)(b) or section 106(b) *Youth Criminal Justice Act*, as applicable, I hereby **order that this young person be remanded** to and detained in a place of custody pending a review by the Provincial Director in accordance with section 108 *Youth Criminal Justice Act*, and a review by the youth justice court in accordance with section 103 or section 109 *Youth Criminal Justice Act*, as applicable; and,
- Pursuant to section 107(1) *Youth Criminal Justice Act*, I hereby **issue this Warrant of Apprehension.**

Signature: _____

DELEGATE OF THE PROVINCIAL DIRECTOR

Date: _____

NOTICE TO ALL PEACE OFFICERS:

Under section 107(2) *Youth Criminal Justice Act*, "A warrant issued under subsection (1) shall be executed by any Peace Officer to whom it is given at any place in Canada and has the same force and effect in all parts of Canada as if it had been originally issued or subsequently endorsed by a Provincial Court Judge or any other lawful authority having jurisdiction in the place where it is executed".

Upon arrest, the young person should be immediately transported to the nearest youth custody centre or, where there is no youth custody centre in reasonable proximity, the local police lock-up. If the young person has attained the age of 20 years, she/he should be transported to the nearest correctional centre for adults or, where there is no correctional centre in reasonable proximity, the local police lock-up.

If the subject of this warrant is arrested by a member of a police agency other than the originating police agency specified on this warrant, the **originating agency should be notified** of the arrest as soon as practicable.

DISTRIBUTION:

Originating Police
Agency (specify): _____

for CPIC entry

Tracking #: _____

Local Police Agency
(if different): _____

for information - youth may be in your area

Releasing Youth Custody
Centre (specify): _____

Receiving Youth Custody
Centre (if different): _____

Probation Officer: _____

CF0254 (June 2007)

BURNABY YOUTH SECURE CUSTODY CENTRE																																															
INVENTORY OF RESIDENT'S PERSONAL PROPERTY																																															
SURNAME FIRST CS#																																															
The items listed below are a complete and accurate account of my personal property. I accept full responsibility for items retained in my possession. DATE																																															
Any property not claimed by me within 3 months of my release, transfer, or escape from the Custody Center is forfeited and no longer the responsibility of BYCS.																																															
I agree to pay the full replacement cost of \$20 plus tax if my footwear is damaged, changed, or altered in any way. I also agree to have my clothes laundered unless I indicate otherwise in the "comments" section below.																																															
Resident Signature Staff / <div style="display: flex; justify-content: space-around; font-size: small;"> (printed) (signature) </div>																																															
Cash Received on Admission: Amount Receipt #																																															
ITEM		DESCRIPTION	CONDITION																																												
			NEW	USED	POOR																																										
1	<input type="checkbox"/> pants																																														
2	<input type="checkbox"/> jeans																																														
3	<input type="checkbox"/> t-shirt																																														
4	<input type="checkbox"/> sweat shirt																																														
5	<input type="checkbox"/> top/jersey																																														
6	<input type="checkbox"/> sox/hose																																														
7	<input type="checkbox"/> underwear																																														
8	<input type="checkbox"/> bra																																														
9	<input type="checkbox"/> shorts																																														
10	<input type="checkbox"/> skirt/dress																																														
11	<input type="checkbox"/> jacket/coat																																														
12	<input type="checkbox"/> shoes/boots																																														
13	<input type="checkbox"/> runners	Size: _____																																													
14	<input type="checkbox"/> cell phone	_____	<div style="border: 1px solid black; padding: 5px;"> Received → Orientation Manual → 1 pair of BYSC Issued Shoes X </div>																																												
15	<input type="checkbox"/> IPOD/MP3	_____																																													
16	<input type="checkbox"/> keys	_____																																													
17	<input type="checkbox"/> MEDICATION	Rec'd from _____ Date _____ Location _____																																													
Accessories		Description	Accessories		Description																																										
18	<input type="checkbox"/> hat	_____	26	<input type="checkbox"/> neck chain(s)	_____																																										
19	<input type="checkbox"/> belt	_____	27	<input type="checkbox"/> pendant(s)	_____																																										
20	<input type="checkbox"/> toiletries	_____	28	<input type="checkbox"/> ring(s)	_____																																										
21	<input type="checkbox"/> purse	_____	29	<input type="checkbox"/> earring(s)	_____																																										
22	<input type="checkbox"/> wallet	_____	30	<input type="checkbox"/> bracelet(s)	_____																																										
23	<input type="checkbox"/> personal papers	_____	31	<input type="checkbox"/> watch	_____																																										
24	<input type="checkbox"/> cigarettes	_____	32	<input type="checkbox"/> other (specify)	_____																																										
25	<input type="checkbox"/> lighter	_____	33	<input type="checkbox"/> other (specify)	_____																																										
COMMENTS: <div style="border: 1px solid black; padding: 5px;"> I agree that all items listed below are accounted for at time of transfer / discharge. <table border="1" style="width: 100%; border-collapse: collapse; font-size: x-small;"> <thead> <tr> <th>Date</th> <th>From</th> <th>To</th> <th>Item Taken</th> <th>Resident Signature</th> <th>Staff Signature</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table> </div>						Date	From	To	Item Taken	Resident Signature	Staff Signature																																				
Date	From	To	Item Taken	Resident Signature	Staff Signature																																										
					LOCKER# _____																																										

VIDEO CONFERENCE TRACKING LOG

DATE	RESIDENT NAME AND CS#	ORIGINATING COURT	NATURE OF APPEARANCE	STAFF PRINT	TIME INVOLVED

COMMENTS:

DATE	RESIDENT NAME AND CS#	ORIGINATING COURT	NATURE OF APPEARANCE	STAFF PRINT	TIME INVOLVED

COMMENTS:

DATE	RESIDENT NAME AND CS#	ORIGINATING COURT	NATURE OF APPEARANCE	STAFF PRINT	TIME INVOLVED

COMMENTS:



Vehicle Accident Services

"From The Driver's Point of View"

**ALL ACCIDENTS, INCIDENTS AND VANDALISM MUST BE REPORTED TO
PHH THROUGH THE BC GOVERNMENT DRIVER HELP LINE AT
1-866-574-4224 select prompt 3
REPORTING ASSISTANCE IS AVAILABLE 24/7/365**

Accident Definition:

Any occurrence, regardless of fault, causing damage to vehicle(s) or property while the driver is physically behind the wheel, either moving or stopped. Also includes hit and run while driver is in the vehicle.

Vandalism/Incident Definition:

Any occurrence - except hit and runs - causing damage, theft, or loss, to a government owned, leased or rented vehicle while the vehicle was parked and unoccupied.

Reporting Accidents:

- Collect all necessary accident/incident information available at the time of accident/incident
- **IMMEDIATELY** contact PHH VAS via phone at **1-866-574-4224** to verbally report the incident, obtain a PHH incident number and receive further assistance with the selection of an ICBC accredited C.A.R. shop.
- Send an email to bcgov@phh.com and you will receive an auto e-mailed vehicle accident report. Please complete this report, have it signed off by the supervisor and fax it back to PHH VAS at 1-877-744-8271.
- **IF** any of the following occurs, **IMMEDIATELY call police:**
 - In cases of injury or death
 - Total damage exceeding \$1,000 (\$600 if motorcycle involved)
 - Hit and run over \$150
- **IF** any of the following occurs, **IMMEDIATELY call ICBC:**
 - In cases of injury or death
 - Vehicle or property damage to others
 - Damage to operator's vehicle by another vehicle
 - Hit and run over \$750
- PHH VAS will obtain repair estimates from the collision shop and provide consultation and next steps assistance as required.
- PHH VAS will provide repair/replace recommendations and follow agreed upon Ministry procedures for obtaining authorization for repairs.

03/2010

ALL ACCIDENTS, INCIDENTS AND VANDALISM MUST BE REPORTED TO PHH THROUGH THE BC GOVERNMENT DRIVER HELP LINE AT 1-866-574-4224 – select prompt 3
REPORTING ASSISTANCE IS AVAILABLE 24/7/365

PLEASE FAX THIS REPORT TO 1-877-PHH-VAS1 (744-8271) TO BE RETAINED BY PHH

PHH VEHICLE ACCIDENT SERVICES, P.O. Box 3010 Station A, Mississauga ON. L5A 3P7

Driver's Report

Name of your Ministry
 Your Job Title / Function
 Vehicle Unit Number
 Date and Time of Accident

PHH INCIDENT NUMBER:

ICBC FILE NUMBER:

Adjuster's Name:

Adjuster's Phone: () -

Part One: Identification of the Parties Involved

Vehicle A -- Your Vehicle

Your Name

Driver's Licence Number

Office Address

City

Province

Postal Code

Phone (W)

() -

Fax (W)

() -

Phone (Cell.)

() -

Make / Model of Vehicle

Odometer Reading

Colour

Year

Licence Plate Number

Vehicle B -- Other Vehicle

Owner's Name

Driver's Name

Driver's License Number

Home Address

City

Province

Postal Code

Phone (H)

() -

Phone (W)

() -

Make / Model of Vehicle

Colour

Year

Licence Plate Number

Insurance Company

Insurance Policy Number

Address

City

Province / State

Postal Code

Phone

() -

Witness Type:

☐ None

☐ Passenger-Other Car

☐ Uninvolved Witness

☐ Passenger - Your Car

Name of the Witness:

Address:

Phone: () -

Part Two – Description of the Accident

Injury Description (if any)

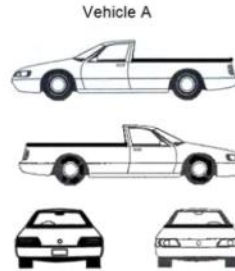
Location of the Accident (Street / Intersection, City, Province / State):

Driving Speed: Km / h

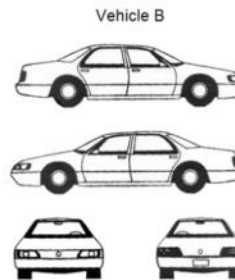
Speed Limit: Km / h

Driver's Statement of the Accident (attach extra sheet if necessary):

Is your vehicle still safe to drive?
Indicate damage(s) on your vehicle whether car or truck
on the pictures to the right
Describe the damage(s) below:



Indicate damage(s) on the other vehicle whether car or
truck on the pictures to the right
Describe the damages(s) below:



Police Called?
Officer's Name
Phone
() -

Department / Station
Badge Number
Police File Number
Citation Number

Supervisor's Signature: _____

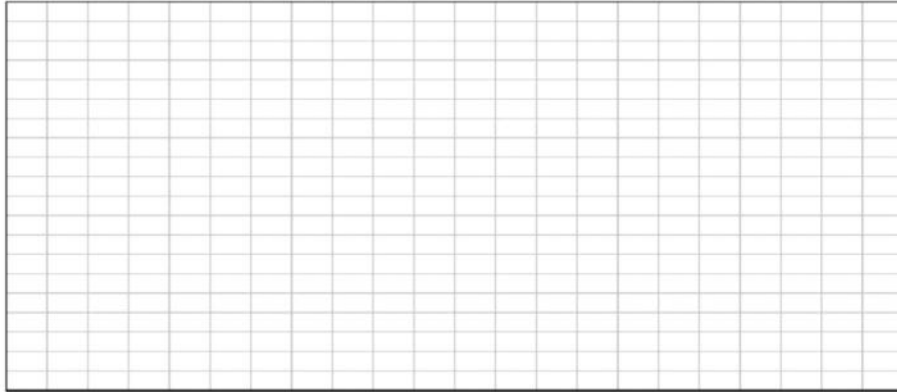
Date: _____

Your Signature: _____

Date: _____

Part Three: Diagram of the Accident

Illustrate your description of the accident by tracing the lanes, indicating street name(s), direction and position of the vehicles on impact, pedestrians, location of traffic control systems, visible landmarks, etc.



Part Four: Conditions of the Accident

Air Bag Deployed

- ☐ None
- ☐ Driver side
- ☐ Passenger side
- ☐ Both sides
- ☐ Other

Road Type

- ☐ Client property
- ☐ Limited access
- ☐ Rural roadway
- ☐ Home-off road
- ☐ Parked
- ☐ Home-street parked
- ☐ Urban roadway
- ☐ Interstate
- ☐ Loading / unloading area
- ☐ One-way
- ☐ Intersection
- ☐ Parking lot

Road Conditions

- ☐ Debris
- ☐ Dry
- ☐ Holes / rut
- ☐ Ice / snow
- ☐ Muddy
- ☐ Oily
- ☐ Under repair
- ☐ Wet

Traffic Controls

- ☐ None
- ☐ Audible signal
- ☐ Caution-yellow flash
- ☐ Merge
- ☐ Officer / flagman
- ☐ Crosswalk
- ☐ Railroad crossing
- ☐ Stop sign
- ☐ Traffic light
- ☐ Yield

Traffic Conditions

- ☐ Congested / heavy
- ☐ Flowing / normal
- ☐ Light
- ☐ Stop / go

Weather Conditions

- ☐ Clear
- ☐ Overcast
- ☐ Flooding
- ☐ Fog
- ☐ Ice / freezing rain
- ☐ Hail / rain
- ☐ Hurricane / tornado
- ☐ Snow

Lighting

- ☐ Artificial
- ☐ Night
- ☐ Dawn / dusk
- ☐ Day

Travel Directions

- ☐ Being passed
- ☐ Moving forward
- ☐ Parking / parked
- ☐ Passing
- ☐ Pulling to / from curb
- ☐ Reversing
- ☐ Sitting in traffic
- ☐ Stationary
- ☐ Stopping / stopped
- ☐ Turning left / right

Journey Purpose

- ☐ Business
- ☐ Personal
- ☐ To / from work
- ☐ Not applicable

Driver Disposition

- ☐ Alcohol influence
- ☐ Drug influence
- ☐ Fatigue / sleep
- ☐ Medical problem
- ☐ Stress
- ☐ Other:























Avoidance Maneuver

- ☐ Skidded
- ☐ Swerved -- animal
- ☐ Swerved -- bicyclist
- ☐ Swerved -- immobile object
- ☐ Swerved -- motorcycle
- ☐ Swerved -- other vehicle
- ☐ Swerved -- pedestrian
- ☐ None

Occupants

- ☐ Client / customer
- ☐ Employer -- supervisor
- ☐ Employee -- peer
- ☐ Family / spouse
- ☐ Friend
- ☐ None

PROGRAM FORMS

MONDAY			SECURE/OPEN AFTERNOON SCHEDULE						SECURE C.O.		OPEN C.O.	
TIME	GYM	FITNESS RM	MPR 1	MPR 2	MPR OPEN	COURTYARD 1	COURTYARD 2	TRACK / FIELD	BACK FIELD	BASKETBALL CRT	OBST. COURSE	
												
	NO LEVEL 1's		(1500-1545) LEVEL 4's ONLY	NO LEVEL 1's	NO LEVEL 1's				NO LEVEL 1's		NO LEVEL 1's	
1500 - 1545	SPORT OF THE DAY	EMERALD	ELKHORN	HARRISON	BY REQUEST	COLUMBIA	CYPRESS	HOLLYBURN	OPEN CUSTODY	HARRISON	CLOSED	
1550-1630	SECURE BOYS SIGN UP	FAIRWEATHER	(1550-1645) LEVEL 4's ONLY	NO LEVEL 1's	NO LEVEL 1's				NO LEVEL 1's		NO LEVEL 1's	
			FERNIE	GOLDEN EARS	COLUMBIA	FAIRWEATHER	ELKHORN	CYPRESS	OPEN CUSTODY	ELKHORN	CLOSED	
NO LEVEL 1's ALLOWED IN THE MPR ROOMS												
STAFF PLEASE ENSURE RESIDENTS RETURN BALLS INTO THE SUPPLIED BINS												
1700-1745	BY REQUEST	ASPERITY	CLOSED	BY REQUEST	BY REQUEST	HARRISON	BY REQUEST	BY REQUEST	OPEN CUSTODY	CYPRESS	CLOSED	
												
1850-1930	COLUMBIA VOL: SHANNON, TESSA, GAGAN, STEPHANIE, RUPZ	HARRISON	(1850-1950) LEVEL 4's ONLY	NO LEVEL 1's	NO LEVEL 1's				NO LEVEL 1's		NO LEVEL 1's	
			GOLDEN EARS	ELKHORN	CYPRESS	HOLLYBURN	FERNIE	GLACIER	OPEN CUSTODY	GLACIER	CLOSED	
1935-2015	CYPRESS VOL: SHANNON, TESSA, GAGAN, STEPHANIE, RUPZ	GLACIER	(1955-2100) LEVEL 4's ONLY	NO LEVEL 1's	NO LEVEL 1's				NO LEVEL 1's		NO LEVEL 1's	
			FERNIE	BY REQUEST	FAIRWEATHER	COLUMBIA	HARRISON	OPEN CUSTODY	FERNIE	CLOSED		
2020-2050	NO LEVEL 1's	NO LEVEL 1's	HOLLYBURN	NO LEVEL 1's	NO LEVEL 1's	NO LEVEL 1's	NO LEVEL 1's	NO LEVEL 1's	NO LEVEL 1's	NO LEVEL 1's	NO LEVEL 1's	
	ASPERITY	CYPRESS		HOLLYBURN	BY REQUEST	GOLDEN EARS	GLACIER	FERNIE	OPEN CUSTODY	EMERALD	CLOSED	
			CLOSED	NO LEVEL 1's		STAFF PLEASE ENSURE RESIDENTS RETURN BALLS INTO THE SUPPLIED BINS						

Students in School SCHOOL COUNTS Centre Count

DATE	Block 1	Block 1	Block 1	Block 1	Block 1	Block 1	TUTOR
STAFF	8:16 - 9:01	9:01 - 9:46	9:59 - 10:44	10:44 - 11:29	12:40 1:25	1:25 - 2:10	Y/N
ENGLISH							
SOCIALS							
MATH							
SCIENCE							
ART							
BUSINESS							
FOODS							
TEXTILES							
P.E.							
WOODWORK							
LIBRARY							
TOTAL COUNT							
ROTUNDA COUNT							

ABSENT FROM SCHOOL REPORT

[illegible]

STAFF FORMS



EMPLOYER'S REPORT OF INJURY OR OCCUPATIONAL EXPOSURE

As an employer, the *Workers Compensation Act* requires you to submit this report **within three days** of an injury to one of your workers, even if you disagree with the claim. By submitting your report promptly, you avoid penalties and delays in the adjudication of the claim. Please report using one of the following options:

- Online – The quickest and easiest option:** The online screen application customizes questions to the worker's injury. You can save your report and update it later with new information. Once submitted, you can follow the status of the claim online. Go to WorkSafeBC.com and select "Report an injury or illness."
- Fillable PDF form:** Type in your details online, print the form, and submit it by **FAX** or **MAIL**. Go to WorkSafeBC.com and select "Report an injury or illness."
- Paper form:** Clearly PRINT details, sign the form, and submit it by **FAX** or **MAIL**.

FAX: 604 233-9777 in Greater Vancouver or toll-free within BC at 1 888 922-8807

MAIL: WorkSafeBC, PO Box 4700 Stn Terminal, Vancouver BC V6B 1J1

WorkSafeBC claim number (if known)

Employer information

Employer's name (as registered with WorkSafeBC)		Type of business	
WorkSafeBC account number	Classification unit number	Operating location number	
Employer address line 1 (mailing)	Employer contact last name	First name	
Employer address line 2 (mailing)	Employer contact telephone (and area code)	Extension	Employer contact fax (and area code)
City	Province/state	Employer payroll contact last name	First name
Country (if not Canada)	Employer payroll contact telephone (and area code)	Extension	Employer payroll contact fax (and area code)

Worker information

Worker last name	First name	Middle initial	Gender M <input type="checkbox"/> F <input type="checkbox"/>
Date of birth (yyyy-mm-dd)	Home phone number (include area code)	Social insurance number	
Address line 1		Address line 2	
City	Province/state	Country (if not Canada)	Postal code/zip

1. What is the worker's occupation?	2. Has the worker been employed by this firm for less than 12 months? Yes <input type="checkbox"/> No <input type="checkbox"/>	3. If yes, start date (yyyy-mm-dd)
4. At the time of injury, was the worker (check all that apply)		
Permanent <input type="checkbox"/>	Apprentice <input type="checkbox"/>	Self-employed <input type="checkbox"/>
Temporary <input type="checkbox"/>	Volunteer <input type="checkbox"/>	Principal/partner or relative of employer <input type="checkbox"/>
Full time <input type="checkbox"/>	Student <input type="checkbox"/>	Fisher <input type="checkbox"/>
Part time <input type="checkbox"/>	New entrant to workforce <input type="checkbox"/>	Hired on a contract basis <input type="checkbox"/>
	Casual <input type="checkbox"/>	Other (please specify) <input type="checkbox"/>

Incident information

5. Date and time of incident (yyyy-mm-dd)		6. Period of exposure resulting in occupational disease (yyyy-mm-dd)	
a.m. <input type="checkbox"/> p.m. <input type="checkbox"/> OR		From To	
7. Did worker report injury or exposure to employer? Yes <input type="checkbox"/> No <input type="checkbox"/>	8. If yes, date reported to employer (includes first aid) (yyyy-mm-dd)	9. Name of person reported to	
10. Describe how the incident happened		11. Describe the injury in detail (what part of the body was injured)	
		12. Side of body injured Left <input type="checkbox"/> Right <input type="checkbox"/> Bilateral <input type="checkbox"/> Not applicable <input type="checkbox"/>	
13. Describe the work incident location (address, city, province) and where incident occurred (e.g. shop floor, lunchroom, parking lot)			
14. Did the injury(ies) or exposure result from a specific incident? Yes <input type="checkbox"/> No <input type="checkbox"/>			
15. Contributing factors – select AT LEAST ONE, and as many as applicable			
Lifting <input type="checkbox"/>	Overexertion <input type="checkbox"/>	Repetitive (activity repeated over and over again) <input type="checkbox"/>	Slip or trip <input type="checkbox"/>
Twist <input type="checkbox"/>	Fall <input type="checkbox"/>	Struck <input type="checkbox"/>	Crush <input type="checkbox"/>
		Sharp edge <input type="checkbox"/>	Fire or explosion <input type="checkbox"/>
		Harmful substance in the work environment <input type="checkbox"/>	Animal bite <input type="checkbox"/>
			Assault <input type="checkbox"/>
			Motor vehicle accident <input type="checkbox"/>
			Unsure/other (please explain below) <input type="checkbox"/>

7

WORKERS' COMPENSATION BOARD OF B.C.

(R01/08) Page 1 of 2





Employer's Report of Injury or Occupational Exposure (continued)

Worker last name	First name	Middle initial	WorkSafeBC claim number (if known)
Social insurance number		Personal health number from BC CareCard	

16. Were there any witnesses?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Please explain If yes, _____
17. Did the incident occur in British Columbia?	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____
18. Were the worker's actions at time of injury for the purpose of your business?	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____
19. Did the incident occur on employer's premises or an authorized worksite?	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____
20. Did the incident happen during the worker's normal shift?	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____
21. Was the worker performing their regular duties at the time of the incident?	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____
22. Are you aware of any previous pain or disability in the area of the worker's reported injury?	<input type="checkbox"/> Yes <input type="checkbox"/> No	_____
23. Did the worker go to hospital, clinic, or visit a physician or qualified practitioner?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date (yyyy-mm-dd) _____
If yes, please provide: Provider name (if known) _____		
24. Did the worker receive first aid?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date (yyyy-mm-dd) _____
If yes, please provide: First aid attendant name (if known) _____		
25. Do you have any objections to the claim being allowed? Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, please explain) _____		

Wage information

26. Did the worker miss any time from work beyond the date of injury or exposure? Yes <input type="checkbox"/> No <input type="checkbox"/>						
If NO WORK WAS MISSED and NO CHANGE to duties/pay, proceed to bottom of page to sign, date, and submit this report. If WORK WAS MISSED or if duties/pay have been MODIFIED, please answer ALL questions on this form.						
27. If work missed: Provide the base salary amount for this employment position at the time of injury \$ _____ Hourly <input type="checkbox"/> Weekly <input type="checkbox"/> Bi-weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Yearly <input type="checkbox"/>						
28. Does worker receive other amounts of compensation in addition to base salary?						
Vacation pay <input type="checkbox"/> _____%	Shift differential <input type="checkbox"/> \$ _____					
Does the worker receive vacation pay on every cheque? Yes <input type="checkbox"/> No <input type="checkbox"/>	Room and board <input type="checkbox"/> \$ _____					
	Tips and gratuities <input type="checkbox"/> \$ _____					
29. Provide the amount of gross earnings for the past 3 months or 12 weeks prior to the date of injury or exposure \$ _____ 3 months <input type="checkbox"/> 12 weeks <input type="checkbox"/>						
30. Does the worker have a fixed-shift rotation? Yes <input type="checkbox"/> No <input type="checkbox"/>						
31. If no, please explain _____						
32. If yes, show the normal work week by entering the paid hours						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
33. Did the worker continue to work past day of injury? Yes <input type="checkbox"/> No <input type="checkbox"/>		34. Last day worked (yyyy-mm-dd) _____		35. Is worker continuing to receive their full salary? Yes <input type="checkbox"/> No <input type="checkbox"/>		
36. Number of hours scheduled to work on last day worked _____		37. Number of hours worked on last day _____		38. Number of hours paid by employer on last day worked _____		

Return-to-work information

39. Has the worker returned to work? Yes <input type="checkbox"/> No <input type="checkbox"/>	
40. If YES: Date (yyyy-mm-dd) _____	
Since the return to work, have the worker's duties, hours of work, work schedule, and/or rate of pay changed? Yes <input type="checkbox"/> No <input type="checkbox"/>	
41. If NO: Do you have any modified or transitional duties available? Yes <input type="checkbox"/> No <input type="checkbox"/>	42. If yes, please describe modified or transitional duties _____
Have the modified or transitional duties been offered to the worker? Yes <input type="checkbox"/> No <input type="checkbox"/>	

Signature and report date

43. Employer signature _____	44. Employer title _____	45. Date of report (yyyy-mm-dd) _____
------------------------------	--------------------------	---------------------------------------

For personal assistance, please call our Claims Call Centre at 604 231-8888 or toll-free within BC at 1 888 967-5377.

The BC Legislature provides impartial advisers on all workers' compensation matters. For more information, call the Employers' Advisers Office at 604 713-0303, or toll-free within BC and Alberta at 1 800 925-2233. To locate the Employers' Advisers office nearest you, visit www.labour.gov.bc.ca/eao/

JOINT ACCIDENT INVESTIGATION FORM

PSC 38

Ministry		Tel. #		Location		Date of Report	
Last Name of Injured (or ill) Person				First Name		File No.	
Years of Service		Time on Present Job		Occupation		Hours Worked in Previous 24 Hour Period	
Accident Location (Dept. or Area)				Date of Accident		Time	
Accident Category (check)		<input type="checkbox"/> Injury or Illness	<input type="checkbox"/> Equipment Malfunction	<input type="checkbox"/> Motor Vehicle	<input type="checkbox"/> Property Damage	<input type="checkbox"/> Fire	<input type="checkbox"/> Other (specify)
Severity of Injury or Illness (check)			<input type="checkbox"/> No Injury or First Aid Only		<input type="checkbox"/> Medical Treatment	<input type="checkbox"/> Time Loss	<input type="checkbox"/> Fatal *
Nature of Injury or Illness							
Description of Accident or Employee's Account of Occupational Disease (eg. RSI) (use separate sheet if necessary)							
Were Written Safe Work Procedures Established and Available? Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>			Were they Adequate? Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>			Were these Safe Work Procedures used in Training? Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
Basic Cause (and Contributory Factors) EXPLAIN FULLY UNSAFE CONDITIONS							

Corrective Measures Taken and/or Recommended

Corrective Action Referred To: _____ Date To Be Completed By: ____/____/____

Additional Comments or Observations. Where applicable give details of makes & models of machines, equipment, tools, structures, etc., involved in this accident. (Use separate sheet if necessary)

Name(s) & occupations of person (s) who investigated accident:

Print Name & Occupation

Phone

Print Name & Occupation

Phone

Signature of Workers' Representative

Date

Signature of Employer Representative

Date

Name(s) of Witness(s) (include phone number)

Revised July 2004

*If fatal, ensure you contact the local WCB office as per #172, part 3 of the WC Act, BCGEU President, local BCGEU office and the Deputy Minister, BC Public Service Agency

If this is an infectious disease exposure, please fax a copy to Occupational Health Programs, BC Public Service Agency at 604-775-0697.

Keep Original and Forward Copy To: (1) Ministry Designate; (2) BCGEU Area Office; (3) Local JHS Committee; & (4) Local WCB office

SHIFT EXCHANGE REQUEST

We the undersigned mutually request approval to exchange the following shift(s) and in the following manner. Staffs initiating requests are responsible to ensure the form is submitted and approved fourteen (14) days prior to exchanging shifts.

	DATE/TIME OF SHIFT(S) AFFECTED
1.	
2.	

PURPOSE/REASON FOR REQUESTED EXCHANGE:

STAFF INITIATING REQUEST:

1. _____
PRINT NAME SIGNATURE DATE
2. _____
PRINT NAME SIGNATURE DATE

A. Shift Scheduler to review for scheduling concerns and identify absence/presence of any issues.

PRINT NAME SIGNATURE

B. ADO Shift on which exchange will occur to review/approve/deny.

PRINT NAME SIGNATURE

C. Director, Staffing and Support Services Approve ☐ Deny ☐

SIGNATURE DATE

Copies: Shift Scheduler
 ADO
 Director, Staffing & Support Services
 Payroll

CASE MANAGEMENT FORMS



BRITISH
COLUMBIA

Ministry of Children
and Family Development

**APPLICATION FOR WARRANT
OF SUSPENSION OF SUPERVISION IN THE
COMMUNITY/CONDITIONAL SUPERVISION
AND ORDER FOR REMAND**

The information collected on this form is collected under the authority of and will be used for the purposes of administering the *Youth Criminal Justice Act* and the *Youth Justice Act*. Any questions about the collection, use or disclosure of the information should be directed to the Youth Justice Policy and Program Support Branch, (250) 356-1838, PO Box 9717, Str Prov Govt, Victoria, B.C. V8W 9S1.

Originating Police Agency & File # _____ Court File # _____

Originating Police Agency Name: _____ Fax # () _____

Police Agency requesting warrant (if different): _____ Fax # () _____

Name of Youth: _____ Youth's Date of Birth: _____
YY/MM/DD

CS # _____ Releasing Custody Centre: _____

Application for Suspension of:

- ☐ Supervision in the Community
☐ Conditional Supervision

Date of Release: _____
YY/MM/DD

Description of Alleged Violation (including details of witness information)

* A copy of the Order for Supervision in the Community /Conditional Supervision must be submitted with this application.

Submitted by: _____ Title: _____

Office: _____ Phone: () _____

Signature: _____ Date Signed: _____
YY/MM/DD

**Distribution: Burnaby Youth Custody Services - Case Management: Fax (778) 452-2129
During Business and Non-Business Hours: Phone (604) 328-7574**

CF0253 (07/12)



BRITISH
COLUMBIA

Ministry of Children
and Family Development

**WARRANT OF APPREHENSION
FOR SUSPENSION OF SUPERVISION IN THE
COMMUNITY/CONDITIONAL SUPERVISION
AND ORDER FOR REMAND**

The information collected on this form is collected under the authority of and will be used for the purposes of administering the *Youth Criminal Justice Act* and the *Youth Justice Act*. Any questions about the collection, use or disclosure of the information should be directed to the Youth Justice Policy and Program Support Branch, (250) 356-1838, PO Box 9717, Stn Prov Govt, Victoria, B.C. V8W 9S1

**Police Agency
& File #:** _____

**Court
File#:** _____

Date of Birth: _____
YY/MM/DD

CS#: _____

The Supervision in the Community/Conditional Supervision Order granted to:

On _____ following release from _____
DATE OF RELEASE NAME OF RELEASING CUSTODY CENTRE / YOUTH COURT

is hereby duly suspended in accordance with section 102(1)(b)/106(a) *Youth Criminal Justice Act*.

As the delegate of the Provincial Director,

- I have reasonable grounds to believe that this **young person has breached or is about to breach a condition of the Supervision in the Community/Conditional Supervision Order;**
- Pursuant to section 106(a) *Youth Criminal Justice Act*, I hereby **suspend the Order for Supervision in the Community/Conditional Supervision;**
- Pursuant to section 102(1)(b) or section 106(b) *Youth Criminal Justice Act*, as applicable, I hereby **order that this young person be remanded** to and detained in a place of custody pending a review by the Provincial Director in accordance with section 108 *Youth Criminal Justice Act*, and a review by the youth justice court in accordance with section 103 or section 109 *Youth Criminal Justice Act*, as applicable; and,
- Pursuant to section 107(1) *Youth Criminal Justice Act*, I hereby **issue this Warrant of Apprehension.**

Signature: _____
DELEGATE OF THE PROVINCIAL DIRECTOR

Date: _____

NOTICE TO ALL PEACE OFFICERS:

Under section 107(2) *Youth Criminal Justice Act*, "A warrant issued under subsection (1) shall be executed by any Peace Officer to whom it is given at any place in Canada and has the same force and effect in all parts of Canada as if it had been originally issued or subsequently endorsed by a Provincial Court Judge or any other lawful authority having jurisdiction in the place where it is executed".

Upon arrest, the young person should be immediately transported to the nearest youth custody centre or, where there is no youth custody centre in reasonable proximity, the local police lock-up. If the young person has attained the age of 20 years, she/he should be transported to the nearest correctional centre for adults or, where there is no correctional centre in reasonable proximity, the local police lock-up.

If the subject of this warrant is arrested by a member of a police agency other than the originating police agency specified on this warrant, the **originating agency should be notified** of the arrest as soon as practicable.

DISTRIBUTION:

Originating Police Agency (specify): _____ for CPIC entry

Tracking #: _____

Local Police Agency (if different): _____ for information - youth may be in your area

Releasing Youth Custody Centre (specify): _____

Receiving Youth Custody Centre (if different): _____ Probation Officer: _____

CF0254 (June 2007)


**BRITISH
COLUMBIA**
**Ministry of Children
and Family Development**
**PROVINCIAL DIRECTOR
REVIEW**

The information collected on this form is collected under the authority of and will be used for the purposes of administering the *Youth Criminal Justice Act* and the *Youth Justice Act*. Any questions about the collection, use or disclosure of the information should be directed to the Youth Justice Policy and Program Support Branch, (250) 356-1838, PO Box 9717, Stn Prov Govt, Victoria, B.C. V8W 9S1.

This is a review of:

- ☐ Supervision in the Community
☐ Conditional Supervision

Police Agency & File #: _____ Court File #: _____ CS #: _____

Name of Youth: _____ Date of Birth: _____
YY/MM/DD

Review Date: _____ Apprehension Date: _____ Youth Remanded at: _____
YY/MM/DD YY/MM/DD

Upon review of the circumstances leading to this suspension, I make the following determination:

- ☐ Cancel the Warrant of Suspension and Order for Remand issued on _____ hereby releasing
YY/MM/DD

to continue the:

NAME OF YOUTH

- ☐ Supervision in the Community
☐ Conditional Supervision

- ☐ Return _____ to _____
NAME OF YOUTH NAME OF CUSTODY CENTRE

and notify _____ Youth Justice Court and request a review under

NAME OF COURT

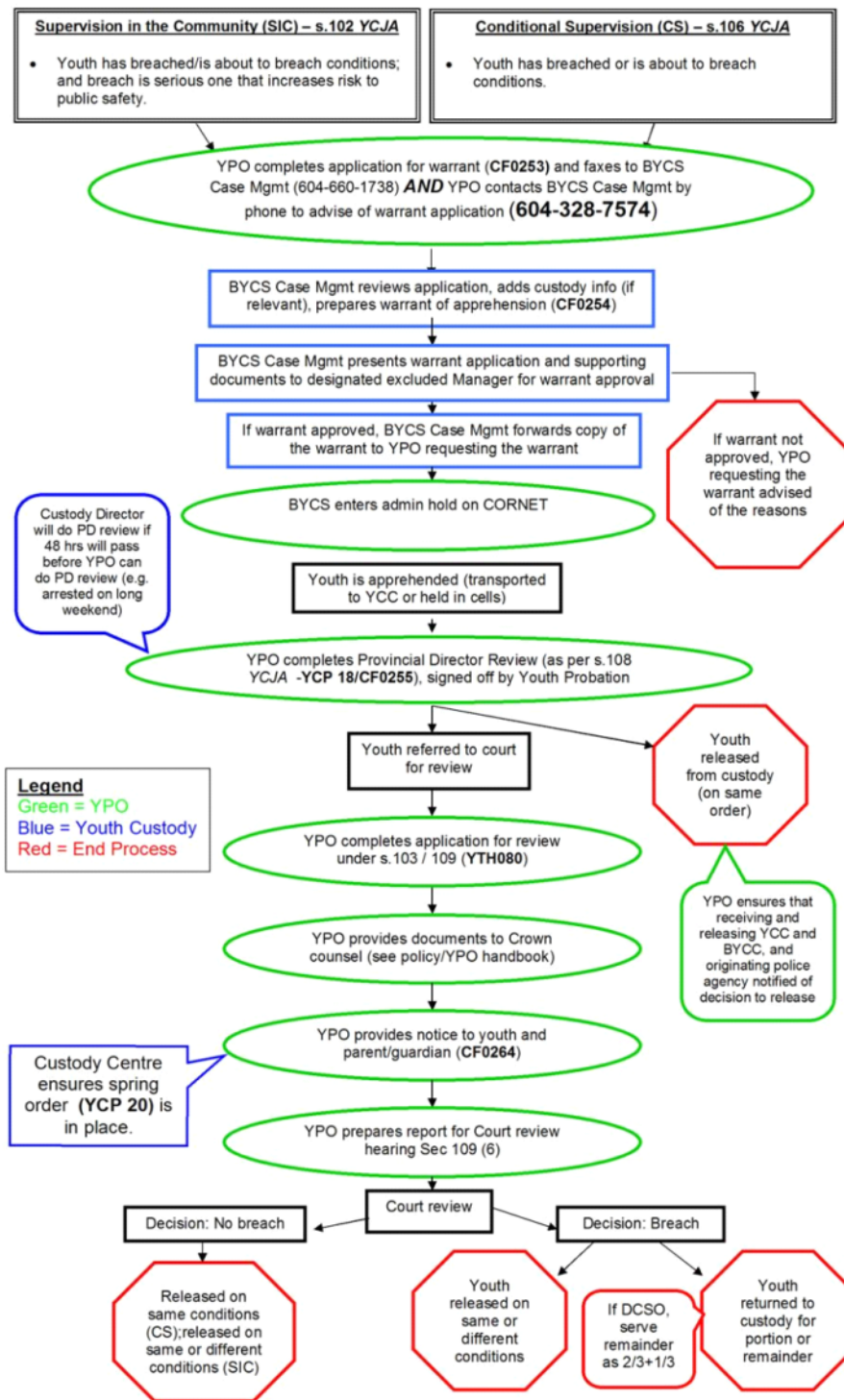
section 108 *Youth Criminal Justice Act*.

Reason for Decision:

Reviewed By: _____ Date: _____
SIGNATURE OF DELEGATE OF THE PROVINCIAL DIRECTOR YY/MM/DD

Distribution: Originating Policy Agency (only if youth released)
Releasing Custody Centre
Receiving Custody Centre
Administration of Warrant – Burnaby Youth Custody Case Management
Probation Officer

CF0255 (11/11)





**ADO/SYS Checklist
for the YCJA Warrant of Apprehension Process**

1. Record the following information:

Date of call: _____ Time of call: _____

2. Caller contact information (**must** be a Probation or Police officer requesting the warrant of suspension):

Name _____ Police Agency: _____
Phone # _____ Fax # _____

3. Record information regarding youth:

Youth's Name _____ DOB _____
Police File number (s) _____

4. Ask caller which order is to be suspended? **Must** be either:

- ☐ **CCS** - Custody & Supervision in the Community Order
☐ **DCO** - Deferred Custody and Supervision Order
☐ **CSU** - Custody & Conditional Supervision Order
☐ **ICS** - Intensive Rehabilitative Custody and Supervision Order

(NOTE: Community Orders such as ISSP, Probation and Bail orders **CANNOT** be suspended)

5. Log onto CORNET.

Go to "**Sent. Ad**", right click, and access "**Client Document Summary**". Click on "**Orders**" then "**Refresh**". **All active orders will come up (CCS, DCO, CSU, ICS)**

- ☐ Get the Court file # (s): _____
☐ Get the Order expiry date (Exp. Date) _____

6. Are there new charges in addition to the suspension warrant request? ☐ Yes ☐ No

7. Get a description of the alleged violation. Complete the Application for Warrant CF0253 (copies in red binder). Write a narrative based on the callers description of the violation and be specific regarding the condition #'s being violated.

- For a **CCS** the caller **MUST** specify how the violations are **serious and increase the risk to public safety**.

➤ For **Conditional Supervision Orders (DCO, CSU, ICS)**, the caller **must** have reasonable grounds to believe the youth **has breached or is about to breach** a condition.

8. Contact the on-call Manager to request approval for the Warrant to be issued.

If more information is needed:

- ☐ Contact the caller and obtain more information.
- ☐ Contact the on-call Manager and report on the new information.

If the Warrant is denied:

- ☐ Contact the warrant requester and advise of reason for warrant denial.
- ☐ Forward reasons to MCF BYCS Case Management along with this completed checklist and any other related paperwork.
- ☐ Place the completed checklist and any related paperwork in the basket on the Case Management boardroom table.

If the Warrant is granted:

- ☐ Complete the Warrant of Apprehension Document CF0254 (in red binder). Ensure all police and court file numbers are included. Sign the Warrant on behalf of the approving Director.
- ☐ Fax the completed warrant CF0254 to the Police/Probation officer requesting the warrant and all custody centres (Victoria, PG and hand deliver to BYCS records). A fax coversheet is included in this binder, and includes all relevant fax number information. Use the fax machine in Case Management, as it prints confirmation sheets.
- ☐ Place this completed checklist, any other relevant paperwork and the fax confirmation sheets in the basket on the Case Management boardroom table.
The Centre Probation Officer on shift at BYCS will follow up the next working day with appropriate tracking information, etc.
- ☐ E-mail MCF BYCS Case Management and advise of warrant, and provide any additional information in your email (ex. if there were any issues, questions, difficulty obtaining fax confirmations, etc.).

ADO / SYS SIGNATURE

Print Name

Date


**BRITISH
COLUMBIA**

 Ministry of Children
and Family Development

**Youth Custody Services
Intake Assessment**
**YOUTH CUSTODY SERVICES
INTAKE ASSESSMENT**

(initiated after 5 days in custody)

Location

Admit Date to Custody

YOUTH INFORMATION

Name of Youth	<input type="checkbox"/> FEMALE <input type="checkbox"/> MALE	Date of Birth	CS Number
Aboriginal Status	Band or Agency	Type of Guardian	
Parent(s) Name			
Community Probation Officer		Office	
Community Social Worker		Office	

LEGAL STATUS

Charges upon Admission				
<input type="text"/>				
Custody Status	Sentenced Custody Level	Adult Considerations (e.g. pending charges, sentencing, placement decisions, etc.)		
<input type="checkbox"/> REMAND <input type="checkbox"/> SENT <input type="checkbox"/> SECURE <input type="checkbox"/> OPEN		<input type="text"/>		
Key Dates				
Next Court Date	RTC	FWED	Bail Review Date	Mandatory Review Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Immigration/Deportation Order <input type="checkbox"/> Yes <input type="checkbox"/> No				
Comments				
<input type="text"/>				

CUSTODY MANAGEMENT/CLASSIFICATION INFORMATION

Escape Risk (history of escape, level of custody, attempted, threats)	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN
Comments	
<input type="text"/>	
Sexually Inappropriate Behaviour	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN
Comments	
<input type="text"/>	

Associated Gang/Organized Crime	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN
Comments	
Peer Relationships (e.g. s.15 etc..)	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN
Comments	
Contact Concerns (external/internal-court, victim, peers)	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN
Comments	
High Profile Offences/Media Coverage	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN
Comments	
Fire setting	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN
Comments	
Own Room Required	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN
Comments	
Risk for Violence in Custody	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN
Comments	
Behaviour Management	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN
Comments	
Concerns/Patterns (e.g. pattern of s.15 , etc.)	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> UNKNOWN
Comments	

SUPPORTING INFORMATION

Health/Mental Health Assessment Issues Identified (e.g. MAYSI 2, Health Information Form)	
Community PO	Issues Identified
Contact Date	
Community S/W	Issues Identified
Contact Date	
Parent/Guardian	Issues Identified (e.g. family relationships, contact, etc.)
Contact Date	
Youth Self Identified Issues	

Other Community Professionals Involved
<div></div>

COLLATERAL REPORTS

PSR Available	<input type="checkbox"/> YES	<input type="checkbox"/> NO	<input type="checkbox"/> UNKNOWN
YFPS Assessment Available <input type="checkbox"/> YES <input type="checkbox"/> NO			
Comments			
<div></div>			
YRNA Available <input type="checkbox"/> YES <input type="checkbox"/> NO			
Comments			
<div></div>			
Other Information <input type="checkbox"/> YES <input type="checkbox"/> NO			
Comments			
<div></div>			
Orientation Completed <input type="checkbox"/> YES <input type="checkbox"/> NO			
Comments			
<div></div>			

OVERALL ASSESSMENT

Placement/Classification Considerations	
<div></div>	
Tentative Release Plan	
<div></div>	
Individualized Crisis Management Plan (ICMP) Required	<input type="checkbox"/> YES <input type="checkbox"/> NO
Comments	
<div></div>	
Initial Identified Program Service Needs	
<div></div>	
Public Safety Concerns (escort considerations)	
<div></div>	
Cultural Considerations (e.g. religious, interpreter, etc.)	
<div></div>	
Date of Completion	Completed by
<div></div>	<div></div>

Distribution:
ORIGINAL - Master File/CORNET Client Log

**BRITISH
COLUMBIA**Ministry of Children
and Family Development**Youth Custody Services
Service Plan****SERVICE PLAN INITIAL**

(to be completed within 45 days of admit)

Location

Admit Date to Custody

Reporting Period

YOUTH INFORMATION

Name of Youth	<input type="checkbox"/> FEMALE <input type="checkbox"/> MALE	Date of Birth	CS Number
Aboriginal Status	Band or Agency	Type of Guardian	
Parent(s) Name			
Community Probation Officer		Office	
Community Social Worker		Office	

LEGAL STATUS

Charges upon Admission				
Custody Status Sentenced Custody Level Adult Considerations (e.g. pending charges, sentencing, placement decisions, etc.)				
<input type="checkbox"/> REMAND	<input type="checkbox"/> SENT	<input type="checkbox"/> SECURE	<input type="checkbox"/> OPEN	
Key Dates				
Next Court Date	RTC	FWED	Bail Review Date	Mandatory Review Date
Immigration/Deportation Order <input type="checkbox"/> Yes <input type="checkbox"/> No				
Comments				
Custody Case Manager		Custody Key Worker		

IDENTIFIED GOALS

GOAL #1
Identified Outcome
<input type="text"/>
Goal
<input type="text"/>
Strategies
<input type="text"/>
Responsible Person(s)
<input type="text"/>
Progress
<input type="text"/>
Time Frame or Review Date
<input type="text"/>

Integrated Case Management Details / Additional Information

(family involvement, youth involvement, meeting plan and results, strengths, barriers, concerns, etc.)

<input type="text"/>

TENTATIVE RELEASE PLANNING

Reintegration Leave Planning
<input type="text"/>
Tentative Release Plan
<input type="text"/>

SIGNATURES

Name	Signature	Date
Report Reviewed with Youth:		<input type="text"/>
Report Completed by Staff:		<input type="text"/>
Reviewed by Case Management Supervisor Supervisor:		<input type="text"/>

Click only if the above is complete

Please note subsequent service plans will include detailed information provided by custody service providers and case management.

Distribution:

ORIGINAL - Master File
CC - Community Probation Officer - CORNET Client Log
CC - Community Social Worker - as appropriate
CC - Parent/Guardian, as applicable and upon request



**BRITISH
COLUMBIA**

Ministry of Children
and Family Development

**YOUTH CUSTODY PROGRAMS
AUTHORIZATION FOR TRANSFER**

TO: Any Peace Officer in and for the Province of British Columbia

Pursuant to the provisions of: (check one)

- ☐ Section 24.2(6) YOA (sentenced)
☐ Section 30 (6) YCJA (remand)
☐ YOA reference 24.2 (9) (administrative)

I hereby authorize the transfer of:

NAME OF YOUTH	DATE OF BIRTH (YYYY/MM/DD)	CS NUMBER
FROM		
TO		
ADDRESS	CITY	PROVINCE B.C.

Until further notice.

REASON FOR TRANSFER:

- ☐ Program ☐ Court ☐ Medical ☐ Case Management ☐ Other (Specify): _____

RECOMMENDED TRANSFER DATE (YYYY/MM/DD)
LEVEL OF RESTRAINT AND SUPERVISION

DIRECTOR'S NAME (please print)	DIRECTOR'S SIGNATURE	DATE SIGNED (YYYY/MM/DD)
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CF0215_(10/01)


**BRITISH
COLUMBIA**
**Ministry of Children
and Family Development**
**YOUTH CUSTODY PROGRAMS
REQUEST FOR TRANSFER
TO SECURE CUSTODY**
SECTION 1 Allegation

NAME OF YOUTH	CS NUMBER	DATE & TIME
ALLEGATION <input type="checkbox"/> Escape <input type="checkbox"/> Attempted Escape <input type="checkbox"/> Safety of Youth <input type="checkbox"/> Safety of Others		
CIRCUMSTANCES:		
YOUTH SUPERVISOR SIGNATURE		DATE

SECTION 2 Authorization for Emergency Transfer (as applicable)

I have heard the oral evidence of the allegation and/or circumstance described above and am of the opinion that the youth is guilty of the allegation and/or the youth's immediate transfer to secure custody is urgently required to preserve the proper management, good order, discipline or security of the program or the safety of the youth or others.

YOUTH SUPERVISOR WITH TRANSFER AUTHORITY SIGNATURE
--

SECTION 3 Senior Youth Supervisor

SENIOR YOUTH SUPERVISOR NAME	DATE & TIME
YOUTH: <input type="checkbox"/> Admits Allegation OR <input type="checkbox"/> Consents for His Own Safety <input type="checkbox"/> Denies Allegation OR <input type="checkbox"/> Disagrees for His Own Safety <input type="checkbox"/> Guilty OR <input type="checkbox"/> Transferred for Own Safety <input type="checkbox"/> Not Guilty OR <input type="checkbox"/> Not Required for Own Safety	
CONSEQUENCE: <input type="checkbox"/> ____ days secure custody, less time spent <input type="checkbox"/> Alternative consequence:	
SIGNATURE	

SECTION 4 Director Review

DATE & TIME	
<input type="checkbox"/> Not guilty finding substituted for the guilty finding <input type="checkbox"/> Guilty finding and consequence upheld <input type="checkbox"/> Guilty finding upheld, but consequence varied	
DIRECTOR	

SECTION 5 Witnesses and Evidence

WITNESSES
EVIDENCE PRESENTED
CHAIRPERSON

SECTION 6 Youth Notification

I, , have been informed that I am being sent to secure custody for days as a result of a finding/for my own safety.

I, , have been notified I can appeal the decision to transfer me to secure custody for days to the Director.

SIGNATURE OF YOUTH		DATE & TIME
SIGNATURE OF WITNESS	TITLE OF WITNESS	DATE & TIME

Distribution: Master File


**BRITISH
COLUMBIA**

 Ministry of Children
and Family Development

**YOUTH CUSTODY PROGRAMS
APPLICATION FOR
REINTEGRATION LEAVE**

The information collected on this form is collected under the authority of and will be used for the purposes of administering the Youth Criminal Justice Act and the Youth Justice Act. Any questions about the collection, use or disclosure of the information should be directed to the Youth Justice Policy and Program Support Branch, (250) 356-1838, PO Box 9717, Stn Prov Govt, Victoria, B.C. V8W 9S1.

NAME OF YOUTH		DATE OF BIRTH (YYYY/MM/DD)
CS NUMBER	CUSTODY CENTRE	
<input type="checkbox"/> OPEN <input type="checkbox"/> SECURE <input type="checkbox"/> REMAND		
HOME ADDRESS		PHONE NUMBER

What do you want to do on your reintegration leave?
(e.g. find a job, school, place to live, address, phone number, etc.).

I hereby apply for a Reintegration Leave as described above. I understand a Reintegration Leave is a privilege that requires good behaviour and fully complying with any conditions specified. I further understand that a Reintegration Leave may be revoked and if revoked or if I fail to return to the centre as required, I may be charged with being unlawfully at large.

YOUTH'S SIGNATURE	DATE SIGNED (YYYY/MM/DD)
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YOUTH SUPERVISOR/KEY WORKER RECOMMENDATIONS (Must be completed before forwarding)

Current General Behaviour and Attitude:

Comments (e.g. progress log review, current levels, summary of incident reports, behaviour and responses, etc.)

Supported ☐ YES ☐ NO

NAME OF YOUTH SUPERVISOR / KEY WORKER (please print)	SIGNATURE OF YOUTH SUPERVISOR / KEY WORKER	DATE SIGNED (YYYY/MM/DD)
--	--	--------------------------

CF0241_1(1/03)

CUSTODY ASSESSMENT (completed by case management staff)

Reason for Leave:

- ☐ Non-emergency medical ☐ Socialization ☐ Domestic duties ☐ Educational ☐ Pre-release (Re-integrative)
☐ Employment ☐ Reparative ☐ Out-patient treatment ☐ Compassionate ☐ Other (Specify): _____

SENTENCED DATE (yyyy/mm/dd)	RTC	FWED
-----------------------------	-----	------

- Previous Escape ☐ YES ☐ NO Specify _____
Previous Attempt Escape ☐ YES ☐ NO Specify _____
Previous R.L's ☐ YES ☐ NO Specify _____
History of Violent Offences ☐ YES ☐ NO Specify _____
Outstanding Charges ☐ YES ☐ NO Specify _____

Current charges: _____

Public Safety Considerations (e.g. other critical information, high profile, media, no go, no contact, etc.)

YRNA _____

Collateral Input

- Health Considerations ☐ YES ☐ NO Specify _____
Other (specify name & role) ☐ YES ☐ NO Specify _____

Summary of Probation Officer's Community Assessment and/or Consultation (including community/ victim comments)

CASE MANAGEMENT RECOMMENDATIONSSupported ☐ YES ☐ NO**Type of Leave Recommended**

- ☐ Continuous overnight release for _____ days, commencing from _____, 20____ to _____ day of _____, 20____.

- ☐ Day or evening release only, from _____ DATE _____ ☐ AM ☐ PM _____ YEAR to _____
_____ DATE _____ ☐ AM ☐ PM _____ YEAR

Escort ☐ YES ☐ NO Specify _____

Comments: _____

CASE MANAGEMENT NAME (please print)	SIGNATURE	DATE SIGNED (yyyy/mm/dd)
-------------------------------------	-----------	--------------------------

DIRECTOR'S DECISION

- ☐ Approved, with special conditions to _____
☐ Not approved; reasons _____

Level of Supervision and Level of Restraint Required _____

DIRECTOR'S SIGNATURE	DATE SIGNED (yyyy/mm/dd)
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CF0241_(11/03)



**BRITISH
COLUMBIA**

Ministry of Children
and Family Development

**YOUTH CUSTODY PROGRAMS
AUTHORIZATION FOR
REINTEGRATION LEAVE**

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Pursuant to section 91 *Youth Criminal Justice Act*, I hereby authorize:

NAME OF YOUTH	DATE OF BIRTH (YYYY/MM/DD)	CS NUMBER
---------------	----------------------------	-----------

to be granted reintegration leave from:

CUSTODY CENTRE

for the period

from: _____ ☐ AM ☐ PM _____ DATE (YYYY/MM/DD)

TIME

to: _____ ☐ AM ☐ PM _____ DATE (YYYY/MM/DD)

TIME

While absent from custody centre, the aforementioned youth shall keep the peace and be of good behaviour and abide by the following conditions:

DIRECTOR'S SIGNATURE	DATE SIGNED (YYYY/MM/DD)
DIRECTOR'S NAME (Delegate of the Provincial Director)	

Distribution: Field Probation Officer
Youth File
Youth
Local Police Agency

CF0242_(10/01)



BRITISH
COLUMBIA

Ministry of Children
and Family Development

YOUTH CUSTODY PROGRAMS
**REVOCATION OF
REINTEGRATION LEAVE**

The information collected on this form is collected under the authority of and will be used for the purposes of administering the *Youth Criminal Justice Act* and the *Youth Justice Act*. Any questions about the collection, use or disclosure of the information should be directed to the Youth Justice Policy and Program Support Branch, (250) 356-1838, PO Box 9717, Stn Prov Govt, Victoria, B.C. V8W 9S1.

Insofar as _____, born on the _____ day of
NAME OF YOUTH

_____, 19____, CS# _____ was authorized under

section 91 *Youth Criminal Justice Act* to be on **reintegration leave** from custody at

_____ between _____,

20____ and _____, 20____; the aforementioned authorization is hereby

revoked in accordance with section 91(3) *Youth Criminal Justice Act*, on the grounds that:

SIGNATURE

TITLE, DELEGATE OF THE PROVINCIAL DIRECTOR

LOCATION

To all peace officers

Where a reintegration leave as been revoked by a delegate of the Provincial Director in accordance with section 91(3) *Youth Criminal Justice Act*, the youth may, by virtue of section 91(4) *Youth Criminal Justice Act*, be arrested without warrant and returned to custody or may, if the youth remains at large, be charged with being unlawfully at large.

Distribution: Local Police Agency
CF0243_(10/01)



BRITISH
COLUMBIA

Ministry of Children
and Family Development

YOUTH CUSTODY PROGRAMS

**APPLICATION BY THE PROVINCIAL DIRECTOR
TO REVIEW CUSTODIAL PLACEMENT
PURSUANT TO SECTION 76(7) *YOUTH CRIMINAL JUSTICE ACT***

Court File No: _____

In the Youth Justice Court of _____, Province of British
Columbia, I, _____, delegate of the Provincial
Director, hereby make application pursuant to section 76(7) *Youth Criminal Justice Act* for a review custodial
placement of _____, the subject of proceedings
pursuant to section 76(1) *Youth Criminal Justice Act*.

Pursuant to section 76(6) *Youth Criminal Justice Act*, circumstances have changed in that:

DELEGATE OF THE PROVINCIAL DIRECTOR

DATE (YYYY/MM/DD)

Distribution: Crown Counsel
Parent/Guardian of Youth
Youth

CF0229_(09/12)


**BRITISH
COLUMBIA**

 Ministry of Children
and Family Development

**YOUTH CUSTODY PROGRAMS
APPLICATION FOR
REVIEW OF DETENTION**
**APPLICATION FOR REVIEW OF
DETENTION – SECTION 525(1) CRIMINAL CODE**
In the Supreme Court
Canada: Province of British Columbia

POLICE AGENCY & FILE NO.	COURT FILE NO.(S)
DOB	BAN SEC. NO.

Application

NAME OF YOUNG PERSON

of

ADDRESS

a young person within the meaning of the Youth Criminal Justice Act, has been detained in custody since

DATE CUSTODY COMMENCED pending his/her trial for offences under section(s)

of the

NAME OF STATUTE

As of the date of this application, the young person has been detained in custody for:

- ☐ ninety days (for indictable offences – section 525(1)(a) of the Criminal Code).
- ☐ thirty days (for summary conviction offences – section 525(1)(b) of the Criminal Code).

As of the date of this application, the young person is not required to be detained in custody in respect of any other matter.

In my capacity as custodian of the young person, I hereby make application to a judge having jurisdiction in the place in which the accused is in custody to fix a date for a hearing to determine whether or not the young person should be released from custody.

Date:

Director,

NAME OF YOUTH CUSTODY CENTRE

Notice to Young Person
Right to Legal Counsel: You have the right to be represented by a lawyer.

Notice of a Court Hearing to Parent or Adult with a Legal Duty to a Young Person

To:

This is to notify you that:

- An application has been made to the Supreme Court for a review of detention to determine whether or not the young person named above should be released from custody.
- The young person has the right to be represented by a lawyer for the purpose of this application.
- You should attend with the young person. If you do not attend and the court is of the opinion that your presence is necessary or in the best interest of the young person, the court may order your attendance.

CF0247_(10/01)

DISTRIBUTION: 1-COURT 2-YOUTH 3-PARENT 4-PROBATION/SUPERVISOR 5-CROWN 6-CUSTODY

**APPLICATION TO PLACE A YOUTH SUBJECT TO AN ORDER FOR REMAND IN AN ADULT
PROVINCIAL CORRECTIONAL CENTRE
PURSUANT TO SECTION 30(4) *YOUTH CRIMINAL JUSTICE ACT***

Court File # _____

In the Youth Justice Court of _____, British Columbia, the Provincial
Director hereby makes application pursuant to section 30(4) *Youth Criminal Justice Act* to remand
_____ to an adult provincial correctional centre.

Delegate of the Provincial Director

Date

**APPLICATION BY PROVINCIAL DIRECTOR TO PLACE A SENTENCED YOUTH
IN AN ADULT PROVINCIAL CORRECTIONAL CENTRE
PURSUANT TO SECTION 92(1) *YOUTH CRIMINAL JUSTICE ACT***

Court File # _____

In the Youth Justice Court of _____, British Columbia, the Provincial
Director hereby makes application pursuant to section 92(1) *Youth Criminal Justice Act* for an order
requiring _____ to serve the custodial sentence in
an adult provincial correctional centre.

Delegate of the Provincial Director

Date



BRITISH
COLUMBIA

Ministry of Children
and Family Development

YOUTH CUSTODY PROGRAMS
REQUEST FOR LEAVE

Judge: _____

Youth Justice Court: _____

Court File #: _____

Your Honour:

Re: Application for Leave to Review

Subject: _____

Pursuant to section 94(3) *Youth Criminal Justice Act*, an application for review of a custody sentence has been made with regard to the above-mentioned youth. A copy of that application is enclosed. In accordance with section 94 *Youth Criminal Justice Act* this matter could be reviewed without leave on or after _____. Insofar as the time periods specified in section 94 *Youth Criminal Justice Act* have not been satisfied, the leave of the court is required before a review hearing may take place. Such leave is respectfully requested. Perusal of the application form enclosed should assist you in deciding whether to grant this leave.

Thank you for your consideration in this matter.

APPLICANT

YOUTH CUSTODY CENTRE

TELEPHONE NUMBER

DATE (YYYY/MM/DD)

CF0244_(10/01)