

# VICTORIA YOUTH CUSTODY SERVICES

## MANUAL OF OPERATIONS

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# VICTORIA YOUTH CUSTODY SERVICES

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**DATE: January 1, 2000**

**SECTION: Introduction**

**REVISED: December 30, 2009**

**AUTHORITY: Director**

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### INTRODUCTION

The Manual of Operations, Victoria Youth Custody Services, is designed as a convenient reference source of Policies and Procedures for this centre.

The Office of the Director has the responsibility to coordinate the maintenance of this manual and will serve as a resource in development and alteration of its contents. Any questions with regard to the content of this manual or existing directives which are not specifically updated, amended or replaced by content within this manual should be directed through a member of the Senior Staff Team to the Director.

When amendments to the Manual of Operations are approved, an electronic e-mail notice will be sent to all staff advising that the manual has been updated, effective date, the nature of the amendment, and any other information pertaining to the policy change that is relevant. Youth Custody staff will be responsible for accessing the new policy by accessing the Manual of Operations file folder on the VYCS S-Drive.

All staff have the responsibility of ensuring that they are aware of and understand any changes made to the Manual of Operations.

# VICTORIA YOUTH CUSTODY SERVICES

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### MAINTENANCE - MANUAL OF OPERATIONS

Each manual bears a number and is registered within the office of the Director. It should be noted that the manual is assigned to a location, not a person, and should not be reallocated without notice being given to the Director.

Maintenance of the manual is the responsibility of the Director. Revisions will be placed in the various manuals by the Office Administration staff. An 'amendment sheet' will be used to advise Senior Youth Supervisors and Youth Supervisors of superseding directives and amendments that have been included in this manual. The pages will be identified by:

The Section within the Manual (e.g. A-1, B-1, C-1 etc.);

The page number within the Section (e.g. Section A-1, page 1, 1A, 1C, etc.).

Subsections within the page (e.g. Section A-1, Page 3, Subsection 1.01(1)(a))

Manuals are to be maintained as near as possible, in the condition in which they are issued. The only authorized changes are those approved by the Director, Victoria Youth Custody Services as amendments.



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**DATE:** April 3, 2002

**SECTION:** Introduction

**REVISED:** April 22, 2010

**AUTHORITY:** Director

**PAGE:** III

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### LOCATION - MANUAL OF OPERATIONS

#### INTERNAL

1. Director
2. Director of Operations
3. Senior Youth Supervisor Office
4. VYCS Open Custody Unit One and Unit Two
5. Living Unit Three
6. Living Unit Four
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**SECTION: A-1**

**REVISED: January 19, 2004**

**AUTHORITY: Director**

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### ORGANIZATION AND AUTHORITY

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**SECTION: A-1**

**REVISED: February 25, 2010**

**AUTHORITY: Director**

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## MANUAL OF OPERATIONS

### **1.01 General**

The Victoria Youth Custody Services Manual of Operations is designed to provide ready access to the rules, regulations and policies that govern the philosophy and direction of our Centre. Anything not covered within this policy manual should be questioned and put forward for discussion. The policy manual is a supplement to the YOUTH CUSTODY PROGRAMS Manual of Operations which governs the standards for delivery of service at Victoria Youth Custody Services. It is incumbent upon each staff member to be knowledgeable of the YOUTH CUSTODY PROGRAMS Manual of Operations as the primary resource for directives and guidance. This VYCS Manual of Operations functions as a secondary resource, offering clarification, interpretation, and specific implementation of the YOUTH CUSTODY PROGRAMS Manual of Operations.

While it is expected that staff will adhere to the policies set out in this manual; it does nonetheless, allow for flexibility and discretion.

It is the duty and responsibility of all staff to read and become thoroughly familiar and acquainted with the contents of this document; as well as the contents of the YOUTH CUSTODY PROGRAMS Manual of Operations, and Victoria Youth Custody Services, Post Descriptions.

# VICTORIA YOUTH CUSTODY SERVICES

## MANUAL OF OPERATIONS

DATE: January 1, 2000

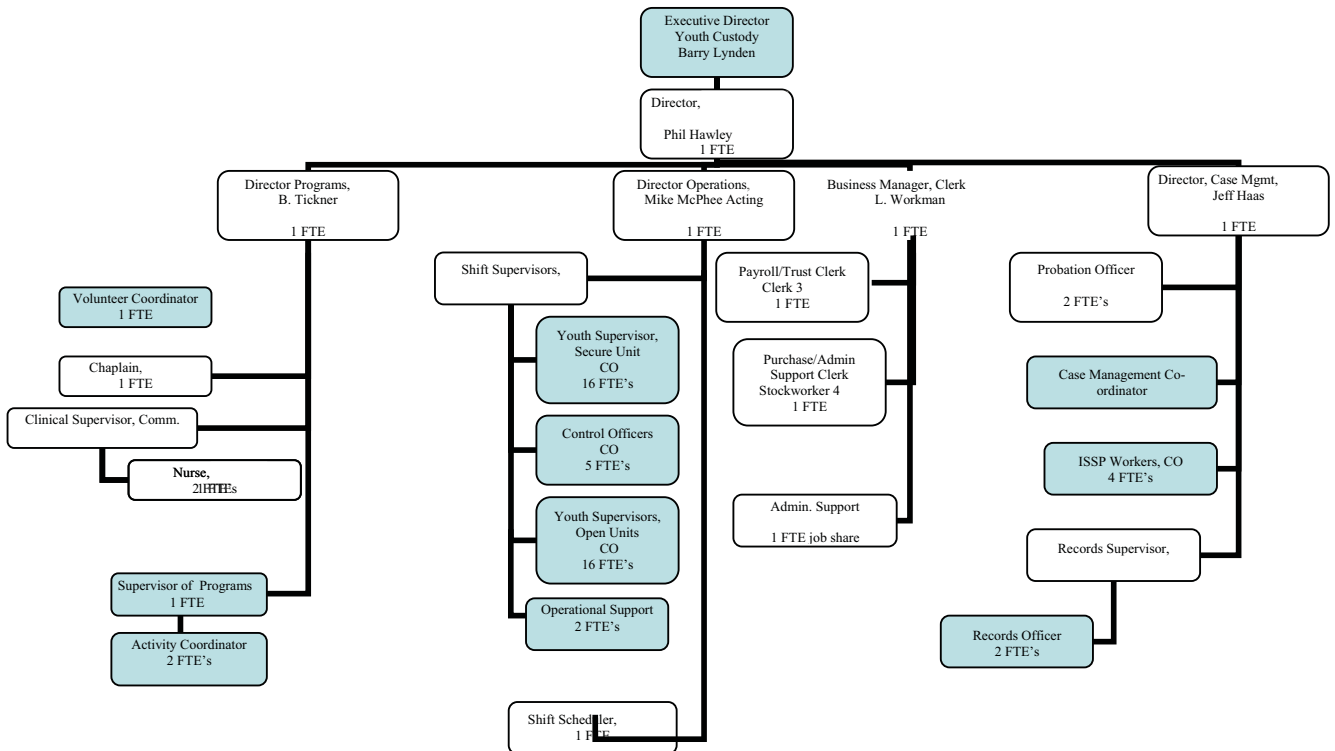
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REVISED: August 20, 2010

AUTHORITY: Director

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### VYCS ORGANIZATION CHART



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**DATE: June 15, 2002**

**SECTION: A-1**

**REVISED: February 25, 2010**

**AUTHORITY: Director**

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### STATEMENT OF PURPOSE

#### 3.01 Statement

Victoria Youth Custody Services is located at 94 Talcott Road, Victoria BC, in a building owned by the British Columbia Buildings Corporation and operated by the Ministry of Children and Family Development. The building performs the functions of Secure Custody, Open Custody and as a place of Temporary Detention pursuant to the Youth Criminal Justice Act, the Youth Justice Act (BC) and Order in Council 617/84 and 605 for male and female offenders, aged 12 to 17 years. The purpose of the Centre is to provide safe care, programming, custody and control of youths placed in Temporary Detention by the Courts and Police and for youths sentenced to Secure Custody and Open Custody. The resourced capacity of this Centre is 22/20 youths – 22 secure beds and 20 open beds and the rated capacity is 60 youths.

#### 3.02 Mission

Youth Custody Services contributes to public safety by providing a safe, healthy and supportive environment with a range of integrated, evidence based programs which address the individual risk and needs of residents, thereby promoting positive outcomes for youth, families and the community.

#### 3.03 Vision

To deliver high quality youth centered services that complement community based youth services which engage, involve and share responsibilities with youth, families and communities.

#### 3.04 Principles

- We are committed to helping young people develop new responses to their environment that will enable them to achieve a higher level of social and emotional maturity.
- We are committed to involving young persons, families, the community and other professionals with the integrated case management process.
- We are committed to providing an environment where all persons are treated with dignity and respect in a safe, secure, healthy and humane environment.
- We believe young persons are entitled to be informed of their rights, have their rights respected and be supported in expressing their views in all matters affecting them.
- We are committed to creating a workplace that is healthy, diverse, stimulating and rewarding where all people are encouraged and supported in reaching their full potential.
- We are committed to effective fiscal and human resource management practices.

**VICTORIA YOUTH CUSTODY SERVICES**

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**REVISED: December 1, 2009**

**AUTHORITY: Director**

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**REVISED: December 1, 2009**

**AUTHORITY: Director**

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### IDENTIFICATION - STAFF / VOLUNTEERS

#### **1.01 General**

All staff are issued with an identification card and shall wear it in a conspicuous location while on shift.

#### **1.02**

Staff who visit the Centre when off duty shall report their presence and reason for the visit to the Senior Youth Supervisor.

#### **1.03**

Youth Justice Policy and Program Support is responsible for the issue of staff Identification Cards.

#### **1.04**

All volunteers, while involved with programs in the Centre, shall wear, in a conspicuous location, identification cards as authorized by the Volunteer Coordinator.

# VICTORIA YOUTH CUSTODY SERVICES

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**REVISED: Dec. 1, 2009**

**AUTHORITY: Director**

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### STAFF TRAINING

#### **2.01 General**

All staff training requests will be directed to that staff's respective supervisor and be related and consistent within their EPDP.



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**REVISED: December 9, 2009**

**AUTHORITY: Director**

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### STAFF INJURY / ILLNESS / ATTENDANCE MANAGEMENT

#### **3.01 General**

It is the responsibility of every employee to:

1. Comply with safety and health regulations and directives and to have a responsible attitude towards safety on the job;
2. Immediately advise their supervisors should they be involved in an accident or near miss;
3. Advise the appropriate supervisor should they identify a hazardous condition;
4. Maintain regular communication with their supervisors when away on temporary Workers' Compensation;
5. Notify their supervisor if they are ill while on duty.

#### **3.02 Illness, Injury - Minor**

Staff sustaining minor injury during hours the nurse is on duty will report to the nurse. During other hours, staff will report to the Senior Youth Supervisor. First aid will be administered if necessary and the injury will be recorded in the Treatment Record Book located in Control.

#### **3.03 Illness, Injury - Major**

Emergency first aid by the most qualified first aider or Nurse if on site; phone Ambulance Service if required, **phone 911**; or transport to hospital on advice of Nurse or Senior Youth Supervisor.

#### **3.04 Notification**

Where circumstances are such that a staff member is removed to hospital, the supervisor of that staff member or Senior Youth Supervisor shall contact the staff member's next of kin.

#### **3.05 Hospitalization**

Immediate notification by the Senior Youth Supervisor to the Director or designate must be made if a staff person is hospitalized due to injury as a result of industrial accident or assault.

#### **3.06 Replacement of Staff Member**

The Supervisor of Staffing or Senior Youth Supervisor will call the most senior "on call" auxiliary and arrange for a replacement of the injured staff member if required.

#### **3.07 Leave Management Form**

All employees are responsible to ensure their Leave Management Information form is turned into the Supervisor of Staffing upon returning from an illness.

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**REVISED: December 9, 2009**

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### STAFF INJURY / ILLNESS / ATTENDANCE MANAGEMENT

#### **3.08 Administration**

If the injury is a reportable accident under WCB regulations, the Nurse or Senior Youth Supervisor will ensure that the incident is recorded in the Treatment Record Book. A Form 7A - First Aid Report, is to be completed and sent to the nurse who will ensure that:

1. The incident is recorded in the Minor Accident Book;
2. Senior Youth Supervisor will initial/comment on injuries. On a weekly basis, the nurse will initial, review and/or follow-up on all injuries that may have occurred;
3. The Joint Accident/Incident Investigation Report (P.S.C. 38 in appendix) is completed and sent to the appropriate Director.

#### **3.09 Distribution of Forms**

The Supervisor of Staffing will ensure that the Form 7, 7A and the Accident Investigation forms are distributed as follows:

1. Original to WCB within three days of accident;
2. Copy Human Resources Consultant;
3. Pay Office.

#### **3.10 STIIP / Special Leave Recording**

After hours/weekends if an employee calls in sick or requests special leave, the supervisor will fill out a Leave Management Information form. The form will be left in the schedule log for the Supervisor of Staffing.

#### **3.11 Medical Certificate (Doctor's note or STO2) Requirement**

1. In order to determine eligibility for STIIP benefits as described in Appendix 4 of the BCGEU Master Agreement, the employer requires timely presentation of a medical certificate in the following circumstances:
  - a) Where it appears that a pattern of consistent or frequent absence from work is developing. The employer reserves the right at any time to exercise this requirement; where the employee has been absent for six consecutive scheduled days of work;
  - b) Where at least 30 days have elapsed since the last statement was obtained and the employee has been in receipt of STIIP benefits throughout that period.
  - c) If an employee is absent for 6 days or more, a medical certificate must be produced which indicates the date seen by the doctor and states that the employee is medically cleared to assume full duties. The employee will not be allowed to work until such clearance is produced.

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**REVISED: August 1, 2005**

**AUTHORITY: Director**

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### STAFF INJURY / ILLNESS / ATTENDANCE MANAGEMENT

#### **3.12 WCB**

Prior to returning to work, the employee will provide an STO2 Form (Appendix 4 (1.4), clearing the staff for full duties.

#### **3.13 Attendance Management Process**

1. The documentation of employee absences such as STIIP, Special Leave and WCB will be recorded annually by calendar year.
2. The annual staff appraisal will rate employee STIIP absences as follows:

0 Days absent	- Excellent attendance
Up to 5 days, or up to 3 separate occasions	- Good attendance
6 to 11 days up to 5 separate occasions	- Satisfactory attendance
More than 11 days or more then 5 separate occasions	- Unsatisfactory
3. Attendance will be reviewed monthly. When an employee reaches the TRIGGER POINT, “6 to 11 days, or up to 5 separate occasions an Attendance Interview will be scheduled with the employee. The purpose of the interview is to confirm STIIP hours, offer support where appropriate and encourage and assist the employee towards improvement in attendance. e.g. suggest a self referral to the Employee Assistance Program.
4. When an employee reaches Unsatisfactory Attendance – “more than 11 days or more than 5 separate occasions” a Letter of Concern may be sent to the employee and a medical certificate (STO2) may be required for each future absence, in accordance with Appendix 4, 1.4.

When an employee attendance record continues to decline to the unsatisfactory level, the employee will be subject to further corrective action.

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**REVISED: December 1, 2009**

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### **EMPLOYEE APPRAISALS**

#### **4.01 General**

Supervisors will be required to complete, on an ongoing basis, EPDP on regular and auxiliary employees assigned to them.

#### **4.02 Auxiliary Staff**

Each new auxiliary employee will be reviewed for suitability by all Supervisory staff prior to completing 210 hours of work.

#### **4.03 Probationary Staff**

A formal EPDP will be completed before an employee reaches 912 hours (six months probationary period). All probationary staff will receive a minimum of one evaluation within the six months probationary period.

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**REVISED: December 9, 2009**

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### VACATION SCHEDULING

#### **5.01 General**

Vacation schedules are devised within the provision of the Master Agreement.

#### **5.02 Requests for A/V**

The following process shall be adhered to with respect to all vacation scheduling:

1. All requests for annual leave shall be forwarded by staff involved to the Supervisor of staffing for date stamping.
2. The Supervisor of Staffing will consider, approve, deny all requests in accordance with Master and Component Agreements while ensuring qualified coverage for a vacated Senior Youth Supervisor position.
3. The Supervisor of Staffing will approve all leaves for their employees based on (3)(c) above.
4. The Supervisor of Staffing will ensure that each request received within Component and Master Agreement time frames is marked on the Master schedule.
5. Requests received after December 31 for the next year shall be subject to the following procedure:
  - a) Date stamped by Supervisor of Staffing who will consider on a first come first served basis;
  - b) Position or Senior Youth Supervisor coverage and overtime potential will be considered.  
\*N.B. Leave will not be considered on a short notice basis unless operational requirements are met;
  - c) Supervisor of Staffing will hold applications for last minute approval or will approve / deny, sign and give to the Payroll Clerk who will forward a copy to the staff member.
6. Annual Leave pre-scheduled for staff who are affected by team changes will be adjusted if and where appropriate and feasible.

#### **5.03 Changes to Original Requests**

It has been a frequent practice of staff to change their minds after submitting their original requests for Annual Leave by December 31. While it is recognized that circumstances may alter the original decision, a change requires formal cancellation of the original request and a re-submission of a new request. No changes will be considered unless it is accompanied by a copy of the cancelled original receipt.

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### STAFF ADDRESSES AND TELEPHONE NUMBERS

#### **6.01 General**

All staff will ensure that any changes in their address or telephone numbers be submitted to the Payroll Clerk.

#### **6.02 Staff Contact Information**

All staff will ensure that any changes in their address or telephone number will be reported immediately to their respective supervisor and recorded on the staff telephone list in Control. Staff are also required to fill out an Employee Information Change Form and submit it to the Payroll Clerk.

#### **6.03 Confidentiality**

Under no circumstances will any staff give out the telephone numbers or addresses of any VYCS staff or Community Probation Officers to youths, their parents or guardians, etc.

#### **6.04 Procedure**

1. Staff may take the telephone number and name of the person requesting the telephone number and then telephone the person involved to pass information along, allowing them the decision to respond or not to respond.
2. The telephone numbers and addresses of staff and Community Probation Officers will not be posted for resident access but will be kept in a secure manner.

# VICTORIA YOUTH CUSTODY SERVICES

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**REVISED: December 9, 2009**

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### AUXILIARY CALLBOARD SCHEDULING PROTOCOL

#### 7.01 Callboard Scheduling Practice

1. In accordance with Master Agreement Article 31.5 (b), auxiliary employees will be recalled in order of service seniority.  
N.B. – Callboard employees are encouraged to review Article 31 – Auxiliary Employees section of the Master Agreement.
2. The Supervisor of Staffing will project available shifts for auxiliary callboard employees taking into consideration all known leave requests and staff absences for the coming month.
3. Subject to available shifts, the work schedule will attempt to reflect the pattern worked by regular employees.
4. Auxiliary employees may bridge days in advance where no work appears available with available leave to complete a shift block. The leave used for bridging purposes may be cancelled with reasonable notice to the Supervisor of Staffing if shifts become available.
5. The scheduling of auxiliary callboard employees will be recorded on the Callboard Booking Sheet.
6. The Supervisor of Staffing will authorize time off (i.e. AV/CTO, etc.) for regular and auxiliary callboard staff.
7. As per Articles 12 and 31 of the Master Agreement, regular positions will be filled on the principle of merit. A panel to establish an eligibility list to fill regular positions may be held annually in order to establish an eligibility list. Regular vacancies, as they arise will be filled from the eligibility list.

#### 7.02 Daily Scheduled Time Periods

1. Auxiliary callboard employees will be required to be available at the following scheduled time periods:
  - a) 0530 - 0630
  - b) 0900 - 1000
  - c) 1400 - 1500

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### AUXILIARY CALLBOARD SCHEDULING PROTOCOL

2. Each on-call auxiliary will provide the employer with a primary contact number.
3. During the daily scheduled time periods, if the primary contact number is a telephone, two attempts will be made at least five minutes apart. If no contact is made after two attempts, the incident will be recorded as NOT AVAILABLE.
4. Where a shift becomes available outside the designated time periods, telephone calls must include two attempts at least five minutes apart or by pager, one attempt with a five minute response time. Calls outside of the recall period are not considered as NOT AVAILABLE except when work is declined in an emergency situation.
5. Normally, auxiliary employees should be available for calls on their last scheduled day of rest.

If any auxiliary employee on their last day of rest, **ELECTS** not to be available to be called during the daily scheduled time periods for shifts for their next day of work, the shifts will be passed on to the next available auxiliary, on the call list. No Contact (NC) will be recorded on the date shift was available.

Prior notification will be given in writing to the Supervisor of Staffing to initiate this **ELECTIVE**.

N.B. – It is understood that only one decline / unavailability may be counted per calendar day and when an employee declines or is unavailable for recall for work during a calendar day, the employer shall not be required to make further offers of work to the employee for the calendar day which the employee has declined or been unavailable for. DECLINE / NOT AVAILABLE will only be counted during the scheduled time periods or when work is declined in an emergency situation.

#### 7.03 Shift Recording

1. Shifts, or partial shifts will be recorded on the day the original shift being filled started. e.g., if an auxiliary works a portion of a large “A” shift, the portion will be recorded on the day the large “A” occurred.
2. Pay sheets will be completed such that the 12-hour afternoon will be recorded as a large “A” on the day that the shift started. This will assist payroll in determining overtime rates should an employee exercise their option of accepting a short shift 8-hour afternoon shift the following day.
3. An auxiliary employee will be called for 12 hour shifts only when a regular 12 hour shift is available.

N.B. paid or unpaid meal breaks subject to shift worked.



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### AUXILIARY CALLBOARD SCHEDULING PROTOCOL

4. Shifts will be scheduled as far in advance as possible. Shifts will be confirmed, as they become available on the basis of seniority. Once a shift of any length is confirmed, changes will not be made without the direct authorization of the Supervisor of Staffing and the Directors.
5. Twenty-four hours will normally elapse between the start of an employee's shift and the start of their next shift. However, where a shift becomes available within the 24-hour period, it will be offered by seniority, in accordance with Master Agreement Article 15.04 (b). Employees offered these shifts waive rights to overtime should they decide to accept the shift.
6. An auxiliary employee will not be offered, or work a split shift.

#### **7.04 Sick Leave**

An auxiliary callboard employee who books off sick will be subject to the scheduling practice outlined in the Auxiliary Entitlement to STIIP policy. **Conditions Governing Auxiliary Entitlement to STIIP Benefits** procedure.

#### **7.05 WCB Recording**

An auxiliary employee, with or without benefits who is off on WCB, will have the shift that the staff would have been eligible to work recorded on the pay sheet with the notation WCB recorded beside the shift.

#### **7.06 Calculating Auxiliary Days of Rest (DOR)**

Keeping in mind the tenets of the Master and Component Agreements, the following formula has been developed: Number of hours worked, divided by five, minus the number of days worked. If a decimal, +.6 round up to whole number, if less than -.6, round down to whole number.

There needs to be exceptions to this formula.

1. When working a regular shift pattern (i.e. 4:2, 2:4, 4:4, 5:2) for 2 or more blocks the prescribed days off for days on will be scheduled.
2. There shall be a minimum of 2 DOR after 5 days worked, regardless of hours.
3. Anyone working less than 28 hours in four days must be eligible to work a fifth day.

For example:

$44 + 11.5 + 4 + 6 = 29.5$  hrs

divide by 5 = 5.9

minus 5 = .9

The employee would still receive 2 DOR.

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### AUXILIARY CALLBOARD SCHEDULING PROTOCOL

#### **7.07 Auxiliary Employees Without Benefits – Leave Of Absence (LOA)**

1. Auxiliary employees without benefits after six months from their date of hire, may elect to take a leave of absence without pay for up to 15 workdays, not to exceed 105 hours, in any calendar year. (Master Agreement Article 31.11 (b))
2. An auxiliary employee seeking such unpaid leave shall make an application, in writing or email, to the Supervisor of Staffing, as follows:
  - a) Weekdays - submitted prior to 0900, previous to the day(s) requested; and
  - b) Weekends / Stat - submitted prior to 0900 Friday;
  - c) Short notice or emergency situations outside time frames noted above requires Director approval.
3. The granting and scheduling of unpaid leave shall be subject to operational requirements, the vacation schedules of regular employees and provided there is no increased cost to the employer.
4. The days of unpaid leave need not be consecutive.

#### **7.08 Auxiliary Employees with Benefits**

1. Auxiliary employees eligible for annual vacation shall not be entitled to a leave of absence without pay. (Master Agreement Article 31.11 (d))

#### **7.09 Scheduling Days of Availability**

1. Auxiliary employees, with the agreement of the Employer, may specify days and / or times of availability. (Master Agreement Article 31.5 (p) 1)
2. The auxiliary employee will submit in writing a request for availability including days and / or times and effective date to the Supervisor of Staffing as follows:
  - a) Minimum of 10 days advance notice; and
  - b) Short notice or emergency situations outside time frame noted above requires Director of Operations approval.

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### AUXILIARY CALLBOARD SCHEDULING PROTOCOL

3. The Supervisor of Staffing will take into consideration operational requirements, the vacation schedules of regular employees, and if there is no additional cost to the Employer, before granting the request of availability.
4. Days of availability will not be used to bridge breaks in service.

#### **7.10 Auxiliary Callboard Performance Appraisal**

1. Each new auxiliary employee will be reviewed for suitability by all supervisory staff prior to completing 210 hours of work.
2. Auxiliary employees will participate with their Supervisor in their annual Employee Performance and Development Planning process.

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### **MONEY TRANSACTIONS BY STAFF**

#### **8.01 General**

No staff member shall conduct a money or business transaction with, or on behalf of a youth.

#### **8.02 Purchases**

Subject to the Director's approval, certain articles may be purchased for youth by staff. Requests should be made through the Director of Programs to the Director.

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### **OVERTIME**

#### **9.01 General**

1. Overtime means work performed by an employee in excess of or outside of his/her regularly scheduled hours of work. Overtime work shall be allocated equitably to qualified employees considering their availability and location.
2. Overtime worked will be authorized by the Supervisor of Staffing.
3. The overtime period for the accumulation of overtime hours will be based on the calendar year – January 1<sup>st</sup> to December 31<sup>st</sup>. On January 1<sup>st</sup> of the New Year, staff will revert to zero overtime hours.
4. When abutting overtime situations occur, eligibility is determined by ranking all staff on shift in the following manner:
  - a) The employee with the least amount of accumulated overtime hours;
  - b) If that employee declines, the next employee with the least overtime hours will be offered the work;
  - c) This process is to be repeated until the work is accepted; and
  - d) In the event of a tie in accumulated hours, service seniority will determine ranking order.
5. If the overtime is not satisfied by using the process in 14.01(4), those on days of rest will be offered the overtime using the ranking procedure outlined in 14.01(4).
6. Staff not wishing to be considered in the overtime procedure guidelines, shall sign a written agreement stating such. The agreement shall be held with the Overtime Log.
7. Overtime shifts will be recorded in the Overtime Log located in the Supervisor of Staffing's office and the Senior Youth Supervisor's office outside business hours to ensure staff share overtime on an equitable basis.
8. Unsuccessful attempts to contact a staff for overtime will be noted and initialled by the Supervisor of Staffing or Senior Youth Supervisor on the Overtime Log.
9. All employees shall have the right to refuse to work overtime, except when required to do so in emergency situations, without being subject to disciplinary action for so refusing.

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### PERSONNEL – CONDUCT

#### **10.01 General**

It is the responsibility of all Senior Youth Supervisors to be familiar with the Expectations of Youth Custody Employees, Article 1.8 of the Master Agreement, and Standards of Conduct for employees of the Provincial Government.

#### **10.02 Comments Outside Established Processes**

Under no circumstances shall any staff member employed at VYCS share with youth, volunteers, parents / guardians or members of the public any concerns they may have with the management, good order, discipline and administration of this institution or any other related Ministry program or institution. Any media inquiries about the Centre should be referred to the Director.

#### **10.03 Contact with Residents or Ex-Residents**

1. From time to time staff will encounter released youth in the community or may hear from youth transferred to other facilities. It is appropriate in these circumstances to exchange greetings and enquire about the well-being of the youth. Any encounter, letter or phone call which goes beyond such brief pleasantries should be documented in an Incident Report, particularly where the youth:
  - a) Requests money or other favors from staff.
  - b) Requests confidential information about youth currently in custody or staff.
  - c) Makes sexual or romantic overtures toward staff.
  - d) Makes threats toward staff or youth.
  - e) Makes threats about self harm or is otherwise observed to be in danger.
  - f) Is witnessed by staff to be engaged in criminal activity.
  - g) Telephones or visits staff at home, or writes to staff at their home address, unless authorized as below.

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### DRESS REGULATIONS AND STAFF DEPARTMENT

#### 11.01 Preamble

Employees of the Youth Custody Services are recognized professionals within the Youth Justice System. In keeping with the professional nature of their duties, Youth Custody staff shall be provided with, and expected to wear, a standard form of dress while on duty.

#### 11.02 General

1. Staff shall keep their standard form of dress neat, clean, and in good repair.
2. The original style of the standard dress shall not be altered, without prior permission of the Director of Operations.
3. Personal jewelry, buttons, etc., may not be worn with the following exceptions: wrist watches, identity or Medic Alert bracelets, wedding and signet rings, neck chain (out of sight), and studs.

#### 11.03 Hair Style

The head hair will be kept clean, neatly styled and maintained. It will be kept in a manner, style, colour and length as to comply with health and safety concerns and consistent with a professional work environment.

#### 11.04 Off Duty

1. When off duty, no part of the standard dress issue will be worn, except for travel to and from the work site.
2. Staff members who choose to wear civilian clothes to work and change to their standard form of dress may do so, but must be changed into it by the commencement of their shift. Under no circumstances may a staff member wear civilian clothes, (other than undergarments of choice) in combination with their issued standard form of dress.

#### 11.05 Shirts

Issued shirts will be worn with blue cargo pants or work pants only. The employee may choose long or short sleeves. A T-shirt may be worn under the shirt. Shirts shall be tucked into the pants.

#### 11.06 Name Tags

All staff shall wear an issued nametag. The nametag shall be worn on the upper body in a clearly visible manner.

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### DRESS REGULATIONS AND STAFF DEPARTMENT

#### **11.07 Exchange of Clothing Issue**

1. In the event that an item of standard dress issue is rendered unsatisfactory for wear, the item shall be repaired (where possible) or exchanged on a one for one accountable basis.
  - a) Replacement of issued clothing must be authorized by the Directors of Operations, Programs or Case Management.

#### **11.08 Lost Issue**

In the event that an item of standard form of dress issue is lost, the employee shall complete a written statement explaining the circumstances of the loss and forward the report to the Directors of Operations, Programs, or Case Management to determine replacement options.

#### **11.09 Transfer or Termination of Employment**

Upon transfer to another centre, a record of clothing issue shall accompany the employee. Upon termination of employment, the employee shall return all items of the standard dress issue to the Stores Officer.

#### **11.10 Disciplinary Action**

1. Any employee covered by this policy who willfully and consistently fails to meet the standards of dress or personal appearance required shall be subject to progressive disciplinary action.
2. A Senior Youth Supervisor may require a staff member to return home to change apparel or appearance should it be deemed inappropriate.

#### **11.11 Standard Form of Dress Exception**

Staff who supervise Reintegration Leaves (R.L.'s) in the community may wear civilian clothes on outings.



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### PROTOCOL FOR REPORTING ABUSE

#### **12.01 General**

All citizens have a duty to report child abuse and neglect. This includes physical abuse, sexual abuse, emotional abuse or harm, and neglect that may result in physical harm to a youth. The duty to report may arise in the following circumstances:

1. Where a young person in custody reports abuse or neglect, or there is reason to believe the young person has been abused or neglected, by any person prior to admission to custody.
2. Where an employee or other adult person providing services in custody has reason to believe a young person has been or is likely to be abused or neglected by any person (adult or youth) in custody.

The person who is aware of such abuse or neglect, or suspects it may happen, must ensure that the matter is referred promptly to the appropriate authorities as noted below.

#### **12.02 Procedures for Reporting Abuse**

All staff/contractors & teachers are responsible to report any abuse pursuant to the BC Handbook for Action on Child Abuse and Neglect.

For allegations of abuse which occur in custody:

1. The staff member to whom the abuse is disclosed will document it in an Incident Report and forward it to the Director or designate. In cases of sexual assault or violent assault causing bodily harm, the Director shall be contacted immediately.
2. The Director, or designate, shall conduct a preliminary investigation of the allegation to determine if abuse or harm did occur, or was about to occur. If it is found that such was the case, then the Director shall instruct a Probation Officer (or Senior Youth Supervisor, if on a weekend) to contact West Shore RCMP (Report Desk (250) 474-2264) and the Child Protection Team through the Liaison Social Worker (250) 953-3711, or After Hours Service (Dial 310-1234).
3. The Probation Officer shall ensure that the victim's guardian and other involved parties are notified.
4. The Director shall be the VYCS contact person during any investigation, unless otherwise delegated.

Refer to Youth Custody Programs Manual of Operations, Section H, 9.01 to 9.05.

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### **LEAVE OF ABSENCE WITHOUT PAY (Article 20.10 General Leave)**

#### **13.01 Application**

1. The request for LWOP will be submitted to the Supervisor of Staffing in writing on a Leave Management Transaction form and will include: date; hours requested; and clearly identify the reason for LWOP.
2. Upon request, the Employer will give reasons for withholding approval of LWOP.

#### **13.02 Approval**

1. Sufficient notice will be provided: written requests for LWOP will be submitted to the Supervisor of Staffing prior to 0900, previous to the day requested.
2. Written requests for LWOP during a weekend or statutory holiday must be received by the Supervisor of Staffing prior to 0900 Friday.
3. Any requests for LWOP on short notice or emergency situations (other than those that can be approved as noted above) require Director approval.
4. LWOP shall not be granted where a prior request for paid leave, during the same period, has been denied.
5. Earned time banks, A/V, CTO, ETO, will take priority over any requested LWOPS.
6. LWOP will not be approved where it could result in additional cost to the employer.
7. LWOP will not be granted to regular employees so that they may engage in another occupation for wage or profit.
8. We are not requiring staff to exhaust time banks prior to LWOP approvals.

#### **13.03 Minimum Hours Protocol**

The following minimum hours protocol provides a fair practice for scheduling auxiliary employees:

- |                       |   |                           |
|-----------------------|---|---------------------------|
| 7 – 7.5 hours shift   | - | minimum of 3.5 hours LWOP |
| 12 – 12.25 hour shift | - | minimum of 4 hours LWOP   |
| 9.58 hour shift       | - | minimum of 4 hours LWOP   |

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### EXCHANGE OF SHIFTS ( Article 15.5 Master Agreement)

#### 14.01 General

“Employees may exchange shifts with the approval of the Employer, provided that, whenever possible, sufficient advance notice in writing is given and provided there is no increase in cost to the Employer.”

The exchange of shifts is for exceptional circumstances and subject to operational requirements. Prior to requesting a shift exchange, it is recommended that earned time banks be utilized.

#### 14.02 Application

1. The request for a shift exchange will be submitted to the Supervisor of Staffing in writing on the Shift Exchange Form.
2. The request for a shift exchange should be submitted to the Supervisor of Staffing normally two weeks prior to the initial exchange date.
3. All requests for shift exchanges on a weekend must be submitted to the Supervisor of Staffing during the work week prior to Friday.
4. Requests may be denied where the shift exchange will result in an inability to schedule a backfill position.
5. The Supervisor of Staffing will approve or deny the shift exchange.

#### 14.03 Procedure

1. The exchange of shifts will be on an “hours for hours” basis, i.e. Big D for Big A, Small d for Small a.
2. Shifts to be exchanged must be of the same length and the employee must indicate the dates and times of the shift exchange (must include the date of the initial exchange and the date the shift will be repaid) and should normally be concluded within 30 days from the date of the first exchange.
3. It is expected that the staff involved in the exchange will work the exchanged shift. Thus, requests to take AL, V58, CTO, ETO and 20.3 (SPL) on the exchanged shift will not be approved.
4. Staff will not be allowed to make double exchanges, i.e. exchanging with another employee, then exchanging again.
5. If a staff on an exchanged shift books off sick, STIIP benefits will apply. However, any future requests for an exchange will be reviewed before a decision is made.

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### **EXCHANGE OF SHIFTS ( Article 15.5 Master Agreement)**

#### **14.03 Procedure cont.**

6. Employees will not NORMALLY be permitted to exchange into vacancies.
7. Regular staff may exchange a shift with an auxiliary staff that has a confirmed shift (“penned in”).
8. For Acting Senior Youth Supervisor posts, the position will be filled by the most senior REGULARLY scheduled staff member. Those who exchange shifts will not be able to exercise seniority rights unless they are the only person qualified.
9. Any exceptions to this policy must be approved by the Director of Operations.

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### YOUTH ACCOUNTS – ADMISSION

#### **1.01 General**

Upon Admission to the facility, a pre-numbered Personal Effects Form shall be completed in triplicate for each youth. This is a legal document and shall be completed carefully.

#### **1.02 Recording**

1. All youths' valuables and non clothing items are to be placed in the secure effects storage room and listed on the sheet along with a description of the item with a note on the condition of each article.
2. Cash shall be counted and recorded in the appropriate space. Foreign currency shall be listed separately and recorded as such.
3. Cheques and/or money orders shall be listed with the amount of same noted.
4. Collection type coins or bills and defaced coins or bills shall be listed as "other effects," not cash.
5. Personal Effects Form shall be signed by admitting staff member, and youth.

#### **1.03 Distribution**

The top white copy with the valuables shall be forwarded to administration. The pink copy will remain with the effects. The yellow copy is the youth's receipt for the valuables and is given to the youth, if the youth requires a copy. A copy will also be filed in admissions.

#### **1.04 Retrieval**

Outside of office hours, the cash and the white copy of the Personal Effects Form will be locked in the administrative drop slot in admissions. Administrative staff will retrieve cash and documentation, each regular workday morning.

#### **1.05 No Money or Valuables**

Pre-numbered Personal Effects Forms must be signed by the youth, and admitting staff member whether or not money and/or valuables are involved.

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### **YOUTH ACCOUNTS – IN CUSTODY**

#### **1.06 General**

An official receipt shall be completed for any funds (cash, cheque or money orders) received for or from a youth subsequent to their initial admission. The receipts must be used in sequence. The receipts will be verified by the Administrative staff each morning. There shall be no exceptions.

#### **1.07 Distribution**

The original copy (white) is given to the Youth. The second copy (pink) shall be placed in a sealed envelope with the funds and deposited in the safe. The third copy (yellow) remains in the receipt book. All receipts must include the staff's name or employee #, and signature.

#### **1.08 Voiding**

Should it become necessary to cancel a receipt due to clerical error, etc., all copies of the receipt shall be stapled together and remain in the receipt book. Staff shall initial said receipt and mark it "Void."

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### YOUTH ACCOUNTS – RELEASE

#### **1.09 General**

When a Youth is to be released, the Admissions Officer will notify the Trust Clerk. The Trust Clerk will bring money along with the white pre-numbered personal effects form and trust account statement, to the drop-box in admissions. Money shall then be signed into the release/receipt book. Signed documentation will then be returned to administrative staff.

#### **1.10 Recording**

1. The Senior Youth Supervisor/Youth Supervisor releasing the youth shall sign the money out of the release/receipt book.
2. The money and/or valuables will then be given to the youth. The youth shall acknowledge receipt of same by signing the pre-numbered Personal Effects Form and trust statement in the release portion of forms.
3. The staff member releasing youth will then sign the pre-numbered effects form.
4. The forms shall then be placed in the administration tray in the admissions area.

#### **1.11 Responsibility**

The staff member signing the money out of the release/receipt book shall be held responsible for the receipt.

#### **1.12 No Money or Valuables**

Pre-numbered Personal Effects Forms must be signed by the Youth, releasing staff member whether or not money and/or valuables are involved.



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### YOUTH PERSONAL BELONGINGS / READING & VIEWING MATERIAL

#### **2.01 General**

Upon admission to VYCS, a Personal Effects/Locker Form shall be completed for each youth. This will provide a record of the youth's personal belongings which are held in trust by the Centre.

#### **2.02 Procedure on Admission**

1. All youth's clothing items which are not being placed in the safe shall be itemized on the Personal Effects/Locker Form. A note of the condition of article and the brand name should be made.
2. The Personal Effects Locker Form shall be signed by admitting staff member, and the youth.
3. Articles listed will be placed in a box labeled clearly with the youth's name and then placed in admissions safe storage room.

#### **2.03 Searches**

Any hygiene products, reading material and/or other items approved by the Director, shall be searched and issued to the youth upon request.

#### **2.04 Purses**

1. Youth who arrive with purses shall have the contents examined for valuables and contraband in the presence of the youth.
2. Any purses, bags and valuables shall be listed as per Section C1, page 1, 1.02.

#### **2.05 Medication**

Any medication should be forwarded to the nurse for review. Medication shall not be given to the youth under any circumstances without prior authorization of the nurse or qualified physician.

#### **2.06 Procedure on Release**

1. Upon release from VYCS, the youth shall be given all items listed on the Personal Effects Form. The form shall then be signed by the youth and the releasing staff member.
2. If item(s) are missing, have youth sign for all items received under "out" section of form. A notation shall be made as to what is missing and the form shall be forwarded to the Director of Case Management for investigation.
3. If the release is temporary, youth shall sign for articles they require under "out" column for that article. This is witnessed and dated by staff. When the youth returns, articles are signed back in by youth under "in" column for that article. This is witnessed and dated by staff.

#### **2.07 Canteen Items**

Residents are able to request from Canteen as per the limits set out on the respective Canteen Forms for Open and Secure. The appropriateness of articles has been, and will continue to be, reviewed by the Director or his designate in relation to existing policy. Any concerns over articles should be brought to the attention of a Senior Youth Supervisor or Director of Programs.

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### YOUTH PERSONAL BELONGINGS / READING & VIEWING MATERIAL

#### **2.08 Articles Allowed in Secure and Open Living Units in Youth Rooms**

Please refer to the Open and Secure Orientation packages.

#### **2.09 Articles that are Never Allowed in Living Units in Youth Rooms**

These include:

1. nail clippers
2. crayons
3. hair gel
4. cologne
5. excessive amounts of clothing, bedding, letters
6. cups – (except for meals in rooms)
7. plastic cutlery (except for meals in rooms)
8. glass projects from crafts

#### **Staff are instructed to err on the side of caution and reject questionable material.**

Youth or visitors can file a complaint if they disagree. The following materials are prohibited:

1. No materials which depict violence or weapons in a gratuitous or favorable manner. (News magazines which depict events in an objective manner are acceptable).
2. No materials which contain male or female nudity or in which female breasts and male or female genitalia are so sparsely covered that it is tantamount to nudity. (Approved educational materials excepted)
3. No written material containing gratuitous, explicit descriptions of violence or sexual activity.
4. No materials promoting or supporting harassment or discrimination based on gender, race, religion, sexual orientation, etc.,
5. No materials containing images generally recognized as gang related.

#### **2.10 DVD's**

DVD's shown to youth will be classified as "G" or "PG13" (14 if previously viewed by staff and deemed appropriate). If a DVD with a different classification is deemed to have some exceptional merit, it should be cleared first by the Director of Programs.

Regardless of classification, videos with extreme violence, sexual violence, excessive swearing, which portray criminal activity in a favorable light, and which provide more than fleeting nudity, are to be avoided. Specific themes such as riots, assaults and suicides in a custodial setting are also to be avoided. A movie such as "Shawshank Redemption" may have merit, but should only be shown with approval, and within a structured group session to ensure there is some discussion and debriefing about the content.

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### **YOUTH REQUEST FOR CASH**

#### **3.01 General**

All Youth shall be allowed to request money from their account. The Youth must complete a Special Request Form at least one full working day previous to the date on which the youth requires said monies.

#### **3.02 Procedure**

1. Special Request Forms should be completed in ink as they are retained as a record and sometimes involve cash.
2. The Special Request Form must then be approved by the Centre Probation Officer or, in their absence, the Director of Case Management.

#### **3.03 Distribution**

1. Administrative staff will place money in an envelope with the name of the Youth and amount of cash on the front. The Special Request Form will be attached.
2. The amount of cash will be recorded in the release/receipt book in the Admissions area. An Admissions Officer will initial the receipt book acknowledging receipt of said cash.
3. Staff member distributing cash shall sign it out in the release/receipt book.
4. The youth receiving the cash shall sign the received portion of the attached Special Request Form. The youth will then be given said cash.
5. The staff member shall place signed Special Request Form in the administration drop slot in the Admissions area.

#### **3.04 Responsibility**

The staff member signing the money out of the release/receipt book shall be responsible for that money or receipt.

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### YOUTH EARNINGS

#### 4.01 General – Secure Custody

Youth participating in designated programs shall be paid at the following rates:

LEVEL	BLOCK	MAX PER DAY
1	.50	2.00
2	.75	3.00
3	1.00	4.00
4	1.25	5.00

#### 4.02 Maximum Earnings

1. The maximum earnings for a youth shall be \$5.00 per day. (Laundry person can earn an extra \$1.00 per hour laundry duty to a maximum of \$10.00 per day).
2. The Senior Youth Supervisor or program staff member may approve a bonus of .50 cents for a single block for a job done in a superior fashion.

#### 4.03 Non-Payment

Youth unwilling or unable to participate in designated programs shall not be paid.

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### YOUTH TELEPHONE COMMUNICATION

#### 5.01 General

An objective of Youth Custody programs is to encourage contact between youth and their families, members of the community and others involved through, in part, visits, telephone contacts and correspondence.

#### 5.02 Right to Phone on Admission

A youth has the right to phone a parent/guardian, solicitor or both as soon as practical following admission to VYCS.

#### 5.03 Access

1. Youth may initiate phone calls to or receive phone calls from parents or guardians during free time.
2. Youth may initiate phone calls to professionals (i.e. Lawyers, Community Probation Officers, etc.) during normal office hours (08:15 hours - 17:30 hours). Youth may receive phone calls from professionals at any time with the exception of 21:30 hours – 08:15 hours.

#### 5.04 Restrictions

1. Youth may not place/receive calls from friends unless they are on the youth's approved visit/contact list.
2. Youth may not initiate or receive calls to or from any Correctional Facility or any known ex-resident of such facility, unless approved by a Centre Probation Officer.
3. Collect phone calls to youth shall not be accepted.

#### 5.05 Professional Phone Calls For Youth

1. Phone calls to or from professional contacts may take place on the units.
2. The Unit Officer will log all incoming and outgoing professional phone calls.
3. The Control Officer will forward incoming professional phone calls to the most viable location depending upon where the youth is and the availability of staff members.

#### 5.06 Privileged Persons Telephone Policy

All youth at VYCS have a right to privacy during telephone communication with privileged persons. "Privileged persons" are:

1. The custody centre Director, Executive Director, Youth Custody Services or the Senior Executive Director;
2. The Director under the CFCSA;
3. The Ombudsperson or, Representative for Children and 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; and

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### YOUTH TELEPHONE COMMUNICATION

#### 5.06 cont. Privileged Persons Telephone Policy

8. Where a youth 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 will be carried out in a separate and private room or area unless the youth or the privileged person expressly requests otherwise.**

Staff assigned to facilitate these calls will do so in the video conference room between the hours of 2pm and 4pm or at any other time based on operational requirements.

Staff are to ensure that confidentiality and privacy are to be guaranteed and all reasonable steps shall be taken to accommodate the right to private communication with privileged persons.

- All requests for telephone communications with privileged persons are to be given priority and should be accommodated as soon as possible;
- All requests should be verified prior to the placement of the telephone call;
- All calls must be documented including date, time, number and privileged person called and whether the call was successfully placed. At present this should be recorded in admissions on the designated clipboard.

**All telephone calls to privileged persons are facilitated by youth custody staff and shall not be monitored.**

In the rare circumstances where there are concerns for the safety and security of others and a youth is unable to place a call, the matter will be referred to the Director who shall approve the delay in placement of the call, ensure immediate and ongoing review of the situation, and explore alternative means to ensure accessibility at the earliest opportunity. In those cases where a youth has requested contact with a privileged person which is delayed beyond 24 hours during the business week, the Director shall ensure the privileged person is advised of the youth's request and the reasons for the delay.

#### 5.07 Termination

1. The Youth's call may be terminated by staff if there is a belief that a breach of security is occurring.
2. The Youth's call may be terminated if the youth persists in the call after having been notified that the ten-minute time limit has expired.
3. The Youth's call may be terminated if the youth is speaking to a girl or boyfriend; or if any unauthorized person comes onto the line after initial contact is made.
4. The Youth's call may be terminated if the Youth or the caller is abusive or if the Youth Supervisor deems the content of the conversation to be inappropriate.

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### YOUTH MAIL

#### 6.01 General

Youth shall be encouraged to correspond with and maintain contact with community based resources. Youth have the right to correspond directly with:

1. The Custody Centre Director; Executive Director, Youth Custody; Divisional Complaints Manager; Director, Youth Justice Policy & Program Support; Assistant Deputy Minister; or, Deputy Minister;
2. The designated authority responsible for inspections;
3. The Director under the Child, Family and Community Service Act;
4. The Ombudsman, or Children's Officer;
5. A Member of the Legislative Assembly of the Province or of the Parliament of Canada;
6. A Barrister / Solicitor representing the concerned youth;
7. A Chaplain employed by or under contract with the Ministry;
8. A Probation Officer;
9. Where a youth is detained pursuant to the Immigration Act (Canada), an immigration officer as defined in that Act;
10. Any other person or class of persons duly authorized in writing by the Assistant Deputy Minister;
11. Parents, siblings, or other relative of the youth; and
12. Such other persons as the director may specify.

#### 6.02 Outgoing Mail

Staff shall provide youth with paper, envelopes and pencils on request.

#### 6.03 Mail

Youth's mail to be submitted unsealed.

#### 6.04 Outgoing Mail Postage

Outgoing mail may be examined and must conform to Canada Post Regulations. Postage will be provided by VYCS.

#### 6.05 Incoming Mail

Incoming youth correspondence will be opened and examined for contraband and content except for mail from persons listed in 6.01 (1) to (10). During the course of the search and examination of any mail, two staff members shall be present.

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### YOUTH MAIL

#### **6.06 Internal Mail**

Youth are not permitted to exchange mail within the institution. Any exceptions must be approved by the Director or designate.

#### **6.07 Inappropriate Mail**

Youth mail is not subject to censorship nor should it be altered in any way. Rather, if mail is inappropriate an Incident Report should be completed and the original mail placed in the youth's personal effects or returned to the sender with an explanation as to why the correspondence was not forwarded. Inappropriate content includes graphic sexuality, drug and alcohol use, criminal activity, violence, or other content which represents a real or potential interference to the management, operation, discipline or security at the centre.

#### **6.08 Outgoing Youth Packages**

Packages i.e., personal effects such as Arts and Crafts projects, being mailed out on a resident's behalf, will be charged to the resident, using a Benefit Purchases form.



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### RESIDENT COMPLAINT PROCESS

#### 7.01 Informal Process

Youth should attempt to resolve complaints by speaking with the involved staff, and if necessary, with the Senior Youth Supervisor.

#### 7.02 Formal Process

1. Complaint forms will be readily available on all units in a clearly labeled drop box.
2. The youth will complete the Resident Complaint Form in the privacy of their room, or, at the young person's request, with the assistance of staff and drop it in the drop box.
3. The forms will be picked up daily by an Admin support staff, logged with the youths name, date received and the nature of the complaint. The complaints will then be forwarded to the Director of Operations for quick review.
4. The Director of Operations, after reviewing the complaint, will determine if the complaint will be forwarded to line staff and/or the Senior Youth Supervisor for resolution. If the complaint is of a sensitive nature, the complaint may remain with the Director of Operations for investigation and resolution.
5. The line staff, and/or Senior Youth Supervisor will discuss concerns raised by the youth and attempt to resolve those concerns.
6. Where a complaint is not resolved by the line staff, and / or Senior Youth Supervisor to the satisfaction of the youth, the written complaint shall be forwarded without alteration, interference or delay to the Director of Operations.
7. The Director of Operations shall respond to that complaint within five working days.

#### 7.03 Unresolved Resident Complaint

Where a conclusion to a resident complaint cannot be reached which is satisfactory to both parties, or where the youth does not wish to utilize the Centre's internal process, the youth may request that the matter be addressed by the Provincial Complaints Manager (who will respond within 30 days from the date the request was received) or by the Ombudsman.

#### 7.04 Resolved Resident Complaint Forms

1. The resolved Resident Complaint Forms will be forwarded to the VYCS Administration section for documentation and filing.
2. A summary of all written complaints will be submitted to the Provincial Complaints Manager every three months.

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### RESIDENT COMPLAINT PROCESS

#### 7.05 External Complaint Authorities

1. Provincial Complaints Manager  
Suite 2A – 940 Blanshard St. Victoria BC, V8W 9E7  
Phone: 250-387-1335
2. Office of the Ombudsman  
PO Box 9039 Stn Prov Govt, Victoria BC, V8W 9A5  
Phone: 1-800-567-3247

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### CENTRE RULES AND REGULATIONS

#### **8.01 Out of Bounds Area**

1. The following areas are out of bounds unless specific authority or use is authorized by the Centre staff:
2. Control room, Programs & Senior Youth Supervisor Office, and Staff Lounge -without exception;
3. Main kitchen - without exception;
4. Staff stations - without exception;
5. Administration (second floor, Building A) - without exception;
6. Case Management & Clinician Offices (except Drug & Alcohol);
7. Stores;
8. Front Lobby;
9. Mechanical and Electrical rooms.

#### **8.02 Work / Program Assignments**

All Youths with the exception of those excused by a health professional, the Director of Programs, or Senior Youth Supervisor will be assigned to a work, school or program placement.

#### **8.03 Dining Areas**

See C-1, page 10.

#### **8.04 Care of Room**

1. Bed to be properly made at all times.
2. Ceilings, floors, walls and furniture will be clean of all foreign matter (i.e. graffiti).
3. Posters, pictures; etc. will only be mounted with prior permission of staff. No posters will be allowed on windows, ceilings and doors.
4. Articles of clothing and paper are to be neatly arranged on furniture provided or in the youth's storage boxes.

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**9.01 DAILY ROUTINE**

Please refer to Resident Orientation Packages.

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### MEALS

#### 10.01 Statement

All youth will be in the dining area of the living unit for meal periods unless they have been confined to their rooms for medical or disciplinary reasons. Those youth who remain in their rooms will be provided a full meal, dessert and beverage and shall eat with plastic cutlery.

#### 10.02 Meal times

Meal times are as follows:

Monday to Friday - Breakfast 08:30 hours  
                                  Lunch 12:00 hours  
                                  Dinner 16:45 hours

Saturday, Sunday - Breakfast 09:30 hours  
and Holidays           Lunch 12:00 hours  
                                  Dinner 16:45 hours

#### 10.03 Meals in Rooms

Youth in their rooms for disciplinary reasons will:

1. Remain in their rooms for the duration of the meal period or until programs reconvene.

#### 10.04 Dining Area

Youth in dining areas must:

1. Be properly clean and properly attired.
2. Wear shoes.
3. Practice good table manners.
4. Not engage in horseplay or other unacceptable behavior.
5. Not talk between tables.

#### 10.05 Discipline

A breach for any of the above rules may result in a suspension of up to three days out of the dining area. Serious or repeated infractions may result in indefinite suspensions.

#### 10.06 Kitchen Communications

The Control Officer will liaise with the Food Service staff regarding relevant information before each meal i.e., unit counts, meals to be saved for anticipated admissions, etc.

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### DISPOSAL OF HOBBY CRAFT ITEMS

#### 11.01 Procedure

Upon completion of a project in Arts and Crafts, administration will store completed projects for a maximum of 3 months. During this time, youth are responsible for arranging removal of their projects.

Only the administration are permitted to remove projects from a program area. Youth should arrange to have their projects:

1. Mailed out; (see Section 6.08)
2. Sent home with visitors;
3. Taken with them when released.

Any projects left at VYCS for longer than 3 months will be disposed of by the administration. If saleable, proceeds will go to the Resident Benefit Fund.

#### 11.02 Sales of Item

1. If a youth wishes to sell an item, the cost of the materials must be indicated on the "Project Sales Form". This request is processed by administration who will determine the; sales taxes (PST) plus 10% goes to the Resident Benefit Fund, which is charged to the purchaser.
2. At the time of sale, an official government cash receipt is issued. The original (white copy) of the receipt is given to the purchaser along with the item; the second copy (pink) is attached to the "Project Sale Form" and forwarded to the Accounts Clerk along with the appropriate funds. Yellow copy remains in the receipt book.
3. The Accounts Clerk will receive the money and process the receipt. A credit is made to Resident Trust, Resident Benefit Fund, Tax Accounts and debit to cash.

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### **YOUTH FILES – INQUIRIES**

#### **1.01 General**

It is imperative that a high degree of security be maintained with respect to the information contained in youth files.

#### **1.02 Inquiries**

Inquiries from outside sources shall be answered only where:

1. The identity of the source is confirmed.
2. The information requested is appropriate to the source requesting such information.

#### **1.03 Youth Files - Location**

Youth Master Files shall be maintained and stored in the Records section. The Active Warrant file will be maintained and stored in Records and shall not be removed from the area.

#### **1.04 Progress Logs**

Youth Progress Log Files shall be maintained and stored in the staff station on the unit in which the youth resides.

#### **1.05 Access Master File**

Custody personnel may review and remove Master Files at their convenience. Any time this occurs, the person removing the file, will note their name and date and time into the file sign out log. This shall be done even if the file is not removed from the Records area.

#### **1.06 Active Warrant File**

Custody staff may review the Active Warrant File at their convenience in the Records area. The Active Warrant File **SHALL NEVER BE REMOVED**.

#### **1.07 Youth Access**

With the exception of Progress Logs, file content shall not be discussed with any residents. Pursuant to Section 124, Youth Criminal Justice Act, residents shall be allowed access to their files for inspection.



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### **YOUTH FILES – INQUIRIES**

#### **1.08 File Access**

Youth shall be allowed access to their files upon written request to the Director of Case Management.

#### **1.09 File Access**

On approval and as soon as practical, a Centre Probation Officer will arrange access for the resident.

#### **1.10 Release of Material**

Under no circumstances shall copies of documents contained in a youth file be released without written authorization of the Director of Case Management.

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### YOUTH FILES – FORMAT

#### **2.01 General**

Files shall be maintained in accordance with Section J, Page 25, 7.01 to Page 32, 7.19, YOUTH CUSTODY PROGRAMS, Manual of Operations.

#### **2.02 File Creation**

The Records Office shall be responsible for creating and maintaining youth files.

#### **2.03 File Sections**

The youth file shall consist of three parts:

1. Active Warrant File (Records);
2. Master File (Case Management; and
3. Progress Log File (Units).

#### **2.04 Master File**

The Active Warrant and Master Files shall be labeled as such and state the youth's name and date of birth on the top right hand tab of the folder. The side tab shall have the seven digit Correctional Service Number (CS#) affixed thereon (Active File only).

#### **2.05 Progress File**

Admissions Officers will create a Progress File for all residents. The top tab shall be labeled (from left to right) progress log; then the youth full name and date of birth. The side tab shall be labeled with the youth's CS number.

#### **2.06 Verification of Warrants**

All warrants will be stamped as "completed" and initialed by the Admissions Officer once entered. The warrant will then be forwarded to the Records Supervisor who will confirm accuracy of warrant and entry onto Cornet and initial.

#### **2.07 File Format - Progress Log**

The purpose of the Progress Log File is to provide line staff with easy access to information, which would be helpful on a day-to-day basis. As such, it shall contain the following:

1. Progress Logs
2. Client Face sheet (id card)
3. Medical Form
4. May contain Care Plan

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### **YOUTH FILES – FORMAT**

#### **2.08 Transfer of Files**

In the event a youth is transferred to another institution, the file shall be forwarded with the youth.

#### **2.09 Forwarding File**

In the event a file cannot accompany the youth, the Admissions Officer shall forward said file the next business day.

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### **YOUTH FILES – DESTRUCTION**

#### **3.01 Active Files**

All Active Files shall be reviewed by the Records Supervisor on a quarterly basis, and files where an offender has turned 18 years of age, the file shall be removed and filed in the “pre-offsite” storage boxes according to the offenders last date in custody.

#### **3.02 Identifying Destruction Date**

Should an offender be admitted after his 18th birthday on a youth warrant, that offender’s file will be recovered and re-filed upon release.

#### **3.03 Post Destruction Date**

No information shall be given out by any staff from a file whose destruction date has passed.

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### **ID CARD**

#### **4.01 General**

In order to keep staff up-to-date on all youths, an ID card shall be kept in the youth's Progress Log File.

#### **4.02 ID Card**

The ID card initiated when a youth is admitted will contain relevant information on each youth contained in this centre.

#### **4.03 Access**

The Case Management Coordinator will have primary responsibility for updating and maintaining approved visitor and phone list on individual youth.

#### **4.04 Updated Information**

The Nurse shall ensure appropriate updated medical/psychological information is maintained on each youth.

#### **4.05 IED Card Changes**

All manual entries changed in the ID card shall be initialed by the person adding and/or changing information.

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### ADMISSIONS – GENERAL

#### **5.01 Legal Authority**

Pursuant to Sections K and L, YOUTH CUSTODY PROGRAMS Manual of Operations, no youth shall be admitted to VYCS unless there is produced, at time of admission, appropriate legal documentation.

#### **5.02 Documents**

With the exception of arrest without warrant, one of the following documents shall be produced at time of admission:

1. Warrant Remanding a Young Person.
2. Order for Examination and Report in Custody.
3. Warrant of Committal to Custody.
4. Warrant of Arrest.
5. Request for Apprehension.
6. Order of Transfer.
7. Revocation of Temporary Absence/Reintegrate Leave.
8. Immigration Hold documents.
9. Warrant for Committal to Custody (detainer).
10. Warrant of Suspension of Supervision in the Community/Conditional Supervision and Remand.

#### **5.03 Arrest Without Warrant**

A youth may be admitted without a warrant if they are accompanied by a Peace Officer in the following circumstances:

1. Charged by the Police for an offence under the Criminal Code.
2. Arrested under 145(2) OR 145(3) of Criminal Code on a breach of undertaking or recognizance.
3. Arrested and charged under Section 113 of the Liquor Control Act.
4. Detained at the request of an officer of the Immigration Service of Canada.
5. Arrested by the Police on a Warrant of Apprehension for Suspension of Supervision in the Community / Conditional Supervision and Order for Remand (Section F1, Page 4A and 4B)

#### **5.04 Legal Grounds**

In cases of arrest without warrant, the escorting Peace Officer shall satisfy the criteria for detention outlined on the admission to pre-court detention form, before the admission is authorized by Youth Custody staff.

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### ADMISSIONS – GENERAL

#### **5.05 Authorizing Admissions**

Phone calls advising this centre of a pending admission shall be directed to the Admissions Officer, Records Supervisor, or Senior Youth Supervisor, in that order.

#### **5.06 No Prior Information**

In cases where no telephone call is received, the Admissions Officer or Admissions Supervisor shall deal with the admitting agency upon arrival of the youth.

#### **5.07 Admission Authorization**

No admission shall be authorized by a Youth Supervisor or Control Officer either in person or over the telephone.

#### **5.08 Notification of Parent or Adult**

It is the responsibility of the Police to notify the parent or adult of the youth's choice while in police custody on arrest and detention. The police shall note on the pre-court form the person they contacted or attempted to contact.

#### **5.09 Log Parental Notification**

If the Police have been unable to make contact with the parent or adult, the Custody Staff shall attempt to contact at regular intervals, and log attempts as per policy. As soon as practical, written notification along with a brief orientation and contact list shall be mailed to parent or guardian.

#### **5.10 Youth in Medical Distress and / or under the Influence**

It is expected that youth escorted to VYCS will have received any necessary medical attention prior to arrival. If a youth is incoherent or their health is questionable, the admission shall be refused and the escorting agency will be required to take the youth to a medical facility for examination.

#### **5.11 Admission Refused/Medical Reasons**

If an admission is refused for medical reasons, the Senior Youth Supervisor shall file a report outlining circumstances and concerns and forward said report to the Director.

#### **5.12 Voluntary Admissions**

Youth who surrender themselves to VYCS for whatever reason shall not be admitted unless they have a Warrant for Revocation of Conditional Supervision or Warrant of Apprehension for Suspension of Supervision in the Community and the Records Officer has a copy of the Warrant.

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### ADMISSIONS – GENERAL

#### **5.13 Youth Surrender to Police Dept.**

In all other areas, the youth shall be directed to the appropriate Police Department and instructed to surrender themselves at the appropriate Police station.

#### **5.14 Youth Surrender/VYCS**

If not practical to have youth surrender to Police, it is allowable to have youth wait in lobby while Local Police are contacted and apprised of circumstances. Youth may be allowed to wait while Police arrive.

#### **5.15 No Charges**

If Police are not interested, youth shall be instructed of such and told to leave.



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### ADMISSIONS – CORNET SYSTEM

#### **6.01 Authorized Use Only**

All admissions to VYCS shall be entered on the CORNET System.

#### **6.02 Cornet Access**

Only trained personnel who have been assigned authority codes shall access the CORNET system or carry out any transaction on the CORNET system.

#### **6.03 C.S. Number**

A C.S. (Correctional Service) number is required to book a youth into VYCS on the CORNET system.

#### **6.04 Locating C.S. Number**

Upon arrival of the youth, the admitting staff shall determine if the youth has an existing C.S. number.

#### **6.05 Name/Client Search**

In locating a current C.S. number, admitting staff should follow the following steps:

1. Do a Name/Client search on CORNET system (see module 2 of the CORNET manual).
2. Check Inactive Files located in Admissions (file room).

#### **6.06 Booking Procedure**

Having obtained a valid C.S. number, the admitting staff, shall book the offender in on the CORNET system and enter details in the Admissions Logbook.

#### **6.07 Adding Alerts**

Security alerts are added by the Record's Officer as required and in consultation with Case Management, reviewed and adjusted as needed. (ex: a youth requiring a 2 staff designation may change according to youth's behaviour and emotional state.

#### **6.08 Medical Alerts**

All medical alerts shall be added at time of admission; where known.

#### **6.09 ID Card**

The Admissions Officer shall check the Admission and print new ID Cards for the youth's file.

#### **6.10 Admissions Trust Account**

After completing the initial booking screen (CLIENT ADMIT SCREEN), the offenders trust account shall be completed by filling in the trust account screen. Submitted receipts will be issued and forwarded to the Trust Clerk for entry.

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### ADMISSIONS – PRE-COURT DETENTION

#### **7.01 Definition**

Pre-Court Detention is the period of time between the arrest and holding in detention of a youth, with or without warrant, and their first appearance before a judge.

#### **7.02 Types of Pre-Court Detention**

All admissions, which fulfil the following circumstances, shall be deemed Pre-Court Detention:

1. Youth being admitted under the authority of a valid Warrant of Arrest.
2. Youth being admitted where the Peace Officer has knowledge of the existence of a Warrant of Arrest but is unable to produce the warrant in question.
3. Warrant of Remand, which has originated with a Justice of the Peace.
4. All arrests without warrant.

#### **7.03 Procedure for Warrant of Arrest**

Admitting agency and Senior Youth Supervisor or Admissions Officer shall fill out admission to pre-court detention forms.

#### **7.04 Warrent of Arrest**

Warrant of arrest box on pre-court detention form is checked, and admitting agency's officer shall sign form where indicated.

#### **7.05**

If Warrant of Arrest box is checked, no elaboration is necessary.

#### **7.06**

Admitting staff shall then record youth in the Admissions Log Book, under the next number in sequence. This number shall become the youth's reference number for this admission.

#### **7.07**

If a youth requests access to counsel, admitting staff shall immediately attempt to contact counsel of the youth's choice as soon as practical. (a list of available counsel can be found in the yellow pages of the phone book.) The call shall be placed by Records or Line Staff and logged in the resident phone log.

#### **7.08**

If a youth was unable to make contact, a note shall be left in the communications log of such and day shift staff the next day shall resume attempts to contact counsel in question.

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### ADMISSIONS – PRE-COURT DETENTION

#### **7.09**

Admitting staff shall then fill out the Personal Effects Form. The number on this shall correspond to the youth's reference number. The amount of funds shall be equal to what was entered on the CORNET system.

#### **7.10**

The youth shall then be searched, surrender their clothing to admitting staff and be required to shower.

#### **7.11**

A clothing sheet shall be filled out and signed by youth and admitting officer.

#### **7.12**

All documentation should be left out for A/D staff to check. (on A&D counter)

#### **7.13**

Youth shall then be given access to call their parent, guardian or adult person of their choosing.

#### **7.14 Procedure for Warrant of Arrest Where Warrant not Available**

Admitting agency and Senior Youth Supervisor or Admissions Officer shall fill out admission to Pre-Court Detention form, checking off warrant of arrest box (no elaboration is necessary).

#### **7.15**

Admitting agency shall fill out certification of warrant form. This acknowledges existence of warrant in question.

#### **7.16**

Repeat steps 3.06 through 3.14.

#### **7.17 Procedure for Warrant of Remand, Originating with JP Court**

Admitting agency and Senior Youth Supervisor or Admissions Officer shall fill out admission to pre-court detention form, checking off Justice of the Peace Warrant of Remand box (no elaboration is necessary).

#### **7.18**

Admitting VYCS staff shall record youth in admissions log book using the next number in sequence. This number shall become the youth's reference number for this admission.

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### ADMISSIONS – PRE-COURT DETENTION

#### **7.19**

Repeat steps 7.06 through 7.14.

#### **7.20 Right to Refuse Admission for Arrest Without Warrant**

The Records Officer or Senior Youth Supervisor shall have the discretion as to whether VYCS shall accept in detention cases involving arrest without warrant.

#### **7.21 Refusal to Admit**

Refusal to admit should only arise in exceptional circumstances including:

1. Youth under 12 years of age.
2. Youth over 18 years of age with an adult charge / or Community Supervision Order under YCJA.
3. Male / Female SIPP.
4. Insufficient documentation.
5. Youth injured / needing major medical attention.
6. There is uncertainty as to whether a youth arrested without warrant satisfies the legal authority criteria.
7. The Senior Youth Supervisor determines that the admission would be detrimental to the good order of the Centre. (i.e.: building disturbance in progress).
8. Friday after 9:00 a.m. until start of business Monday 9 a.m. unless remanded by a Justice of the Peace (with or without warrant).

#### **7.22 Legal Authority**

A youth may be held in detention after arrest, but prior to their appearance before a judge as a result of:

1. A valid Warrant for Arrest (e.g. Bench warrant)
2. A justice of the peace Warrant of Remand; or
3. An arrest without warrant, where a youth alleged to have committed an offense is detained by a police officer on the reasonable and probable grounds that:
  - a) the public interest requires detention, including the need to:
    - i) establish the identity of the youth;
    - ii) secure or preserve evidence of or relating to the offense; or
    - iii) prevent the continuation or repetition of the offense or the commission of another offense, or
  - b) the youth will fail to attend court.

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### ADMISSIONS – PRE-COURT DETENTION

#### **7.23 Report to Director of Refusal To Admit**

In cases where an admission is refused, the Senior Youth Supervisor or Admissions Officer shall immediately file a Incident Report to the Director. The report shall include all circumstances surrounding the refusal, what agencies were involved, and any other information felt pertinent to the refusal.

#### **7.24 Procedure for Arrest Without Warrant**

Admitting agency and Senior Youth Supervisor or Admissions Officer shall fill out the admission to pre-court detention form.

#### **7.25**

The arrest and detention without warrant shall be checked off as well as one or more of the grounds listed on the form.

#### **7.26**

The elaboration section must be filled out in these instances. The elaboration should provide a brief rationale as to how the grounds for detention are justified. This is very important as it is on the basis of this that an admission may be refused.

#### **7.27**

Repeat steps **7.06** through **7.14**.

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### ADMISSIONS – WARRANT OF REMAND

#### **8.01 Procedure for Warrant of Remand**

The Admissions Supervisor, Admissions Officer, or Senior Youth Supervisor shall check Warrants for propriety before accepting the youth from the escorting agency.

#### **8.02 Order for Assessment**

If the Warrant is an Order for Assessment in Custody, it shall be checked to make sure that the period of remand does not exceed 30 days. Should it exceed this period, the Centre Probation Officer shall be notified as soon as possible. The Nurse and case management team must be notified of an Assessment Order. The Admissions Officer shall arrange transportation via the Deputy Sheriffs Office for Assessment Orders at the In-Patient Assessment Unit (IAU) in Burnaby.

#### **8.03**

Repeat steps **7.06** through **7.14** from **Section D, pages 7 and 7A**.

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### ADMISSIONS – STEPS TO FOLLOW FOR PAPER INTAKE

#### 9.01 Process

1. Ensure you have proper hold document:
  - Warrant of Remand
  - Warrant of Committal
  - Warrant of Apprehension (you might find one in the accordion file on the left side of file room)
  - Warrant for Committal (Detainer)
  - Pre-court detention (If court is sitting the following day (i.e. From Sunday evening to Thursday evening). If court is not sitting the following day (i.e. From Friday afternoon to Sunday afternoon and holidays), youth must be accompanied by a tele-bail warrant generated by the police).
2. Complete “NEW ADMISSION – PAPER VERSION”.
3. Fill out a “RESIDENT’S ARTICLES / EFFECTS SHEET” for clothing and a “PERSONAL EFFECTS, MONEY, ETC.” form for valuables / cash. Staple bag with money to white copy and put in safe.
4. Staple pink copy to bag with valuables and place in back valuables storage room with name on the bin.
5. Issue clothing and strip search youth in shower area (with a witness).
6. Complete Strip Search log found in black accordion file.
7. Place youth’s clothing in a bag, then a box. Mark both the bag and box and place in effects room.
8. Leave all documents for Admissions Officer to file / enter on Cornet.
9. Issue youth clothing / bedding and escort to nurse if available or to a unit.

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### ADMISSIONS – COURT APPEARANCES AND NOTIFICATION

#### **10.01 General**

Whenever a youth arrested with or without warrant has not been released by the Officer-in-Charge, the youth must be brought before a Judge or Justice of the Peace within 24 hours of detention at VYCS.

#### **10.02 Notification of Court/Deputy Sheriff**

The Admissions Officer shall inform the Deputy Sheriff of any “overnight” arrests. The Deputy Sheriff and Admissions Officer will discuss any arrangements for youth transportation.

#### **10.03 Original Arrest Warrants**

The Admissions Officer shall deliver any original Warrants of Arrest to the Deputy Sheriff when the youth is picked up for court.

#### **10.04 Appear on Weekends/Holidays**

If youth is appearing in front of a Justice of the Peace (weekends/holidays), original arrest warrants shall be turned over to the agency escorting the youth to court. It shall be the escorting agency's responsibility to deliver such warrants to the Justice of the Peace.

#### **10.05 Appearances on Weekend or Holidays**

Youth admitted on a day before normal court sits, shall appear before a Justice of the Peace within 24 hours.

#### **10.06**

It is the responsibility of the agency who admitted said youth to escort such to Justice of the Peace during weekends and holidays. The Deputy Sheriff will transport pre-court youth Monday - Friday.

#### **10.07**

On weekends and holidays, the Senior Youth Supervisor shall contact the admitting police force to confirm that escort to the Justice of the Peace has been arranged.



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### RELEASES – GENERAL

#### **11.01 Authority**

Some form of documentation issued by the court or arresting agency is required in order to release a youth who is being held for the court or for the police pending court.

#### **11.02 Expired Warrant of Committal**

Youth being held on a Warrant of Committal that has expired do not require any documentation for release.

#### **11.03 Authorizing Transfer**

Youth being transferred between institutions require an order authorizing transfer, signed by the Director or designate before being released. In cases where the transfer is between institutions of different designations (open and secure), a Court Order or disciplinary panel form is required. Youth movement within the centre (ie: secure to open on remand) will be at the discretion of the Director or designate in consultation with Case Management and Admissions and Discharge team.

#### **11.04 General Procedure**

The releasing staff or Admissions Officer shall return the youth's clothing and personal effects along with any money in the youth's account and have youth sign as having received all items listed on the appropriate forms. This shall then be signed by the releasing staff.

#### **11.05 Release**

Release youth on CORNET system.

#### **11.06**

All paperwork pertaining to the release shall remain in A/D for records staff to file/distribute.

#### **11.07**

Control Officers shall remove youth from the Daily Occurrence Log.

#### **11.08 Types of Release**

For the purposes of VYCS, there shall be three basic types of release. These are:

1. Institutional Release
2. Administrative Release
3. Release by Person-in-Charge

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### **RELEASES – GENERAL**

#### **11.09 Transfer of Health Care Record By Non-Health Care Personnel**

If a youth is unexpectedly transferred when a nurse is not on duty and it is deemed necessary that the receiving centre receive their health care record immediately, a form must accompany the medical record. These forms are kept in admissions and are called “Transfer Health Care Record by Non-Health Care Personnel”. (YCP7)

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### RELEASES – INSTITUTIONAL RELEASE

#### **12.01 General**

Institutional Releases are those where the youth is released from our custody but remain in our jurisdiction. Such releases do not require the full release procedure.

#### **12.02 Institutional Release**

The Institutional Release procedure shall be followed for:

1. Remand or pre-court youth appearing in Victoria Youth Court.
2. Remand/containment youth who are appearing in court as a witness. This applies to both local and out-of-town courts.
3. Youth released on a Re-Integration Leave. This applies to Leave of several days, as well as day leaves.
4. Dual status youth (both containment and remand) whose containment sentence expires after the date of court appearance on the Warrant of Remand.
5. Remand youth, who have more than one Remand Order, where the date of expiry of the latest remand necessitates return to VYCS.

#### **12.03 Procedure**

No Personal Effects Forms are signed out as youth will be returning. Should the youth be allowed some of their own clothing, this must be logged on the "out" column of the personal effects locker form and "in" on return. Both instances must be initialled by staff and youth.

#### **12.04**

The youth is then logged out on the Daily Occurrence Log.

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### RELEASES – ADMINISTRATIVE RELEASE

#### **13.01 General**

Administrative Releases are those releases for which the full release procedure is followed.

#### **13.02 Administrative Release Procedure**

The Administrative Release procedure shall be followed for:

1. Custody youth whose sentence has expired;
2. Custody youth who are appearing under the review provisions of the YCJA in an out-of-town court location;
3. Custody youth returning to Open Custody Centres who have done a period of secure Custody as the result of disciplinary action;
4. All transfers between Custody Centres.

#### **13.03 Procedure**

See general procedure under Releases - General.

1. The Admissions Officer in consultation with Case Management Staff will decide if a youth will attend out of town court with or without effects. This would eliminate the excessive amount of personal effects travelling back and forth to court.

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### RELEASE – RELEASE BY PERSON-IN-CHARGE

#### **14.01 General**

These releases are reserved for those cases where a youth has been arrested with or without warrant but has not yet appeared before a Judge or Justice of the Peace.

#### **14.02 Authority to Release**

Only the Person-in-Charge of the arresting police force shall authorize pre-trial release.

#### **14.03**

Should the Person-in-Charge authorize such release, it is the responsibility of the arresting police department to deliver said authorization, in writing, to VYCS before the youth can be released.

#### **14.04**

Should written authorization not be able to be delivered within a reasonable period of time, authorization to release can be given by phone, in these cases, the Admissions Officer / Senior Youth Supervisor shall call the appropriate police force to confirm that this is where the call originated from.

#### **14.05**

In cases where release is authorized by phone, an email shall be forwarded to the Admissions Officer/Records Supervisor appraising of such. The Admissions Officer shall ensure that the appropriate documentation is received.

#### **14.06**

The outcome portion of the Admission to Pre-Court Detention Form shall be filled out by the Senior Youth Supervisor.

#### **14.07**

In the case of an improper admission, detention or release, the Director of Case Management shall be notified in writing regarding the circumstances.

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### NOTIFICATION TO PARENT OR GUARDIAN OF TRANSFER OF YOUTH

#### **15.01 General**

The following procedure will be adhered to when transferring a youth to another Custody Centre.

#### **15.02 Notice to Community Probation Officer**

Before instituting a transfer to another facility for classification purposes, the Community Probation Officer will be consulted to obtain pertinent background information to assist in the decision. This will include medical information, escape history, response to previous similar programs, and the Community Probation Officer's response. Should a decision be reached that means transferring a youth, then the Community Probation Officer will be notified by phone prior to or within one working day of the transfer.

#### **15.03 Notice to Social Worker**

If the youth is a Child in Care, the Social Worker will be notified by phone prior to, or within one working day of the transfer and written will follow.

#### **15.04 Notice to Parents**

The parents or guardian of the youth will be notified by phone of the transfer of their child prior to or within one working day of the transfer and written notification will be followed up the next working day. They will be given the reason for the transfer and the telephone number and address of the new facility. Written notification will follow the verbal notification.

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### **MEDICAL SERVICES - GENERAL**

#### **1.01 Medical Upon Admission**

Upon admission, all youth will be seen by the Nurse within 24 hours (or as soon as is reasonable) of admission.

#### **1.02 Initial Health Assessment**

The Nurse will complete an initial health assessment on all youth. The Health Information form will be in the youth's medical file; progress log, and master file.



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### YOUTH INJURIES

#### **2.01 General**

In the event of an injury to a youth, the officer supervising the youth will immediately render first aid and will notify the Senior Youth Supervisor and assist with further medical aid for the youth as required.

#### **2.02 Minor/Major Injury**

1. If the injury is minor, the officer or nurse will treat at the centre, as required.
2. If the injury clearly requires further medical attention, the Senior Youth Supervisor or Admissions will arrange transport to a community medical clinic (refer to E1- page 7) or Victoria General Hospital Emergency Department. (727-4181).
3. The Director shall be contacted in the event of a serious injury, which requires hospitalization.
4. If the injury is critical, or the youth is unconscious, transport by ambulance should be arranged by dialing **911**.
5. The Senior Youth Supervisor or Nurse shall notify parents, guardians or next of kin of any youth who is seriously ill, injured or hospitalized.
6. With all youth leaving the centre for further medical attention, an HS019B Form must be taken and the Medical Attendant's comment added.
7. When the youth returns to the Centre, all documentation must be placed in the Health care office.

#### **2.03 Injury Report**

1. In the event of an injury to a youth, a Report of Youth Injury form shall be completed by the officer supervising the youth and submitted to the Senior Youth Supervisor.
2. The officer supervising the youth will also complete an incident report. This report will be forwarded to the Senior Youth Supervisor for comments.

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### GUIDELINES FOR THE ADMINISTRATION OF EPIPEN (Epinephrine 0.3 mgm.)

#### 3.01 General

The EpiPen Auto-injector is a disposable, pre-filled automatic injection device designed to deliver a single dose of 0.3 mgm of epinephrine.

#### 3.02 Procedures

1. EpiPen is used in the treatment of anaphylactic reactions to insect bites, drugs and foods. It should only be used as emergency supportive therapy and NOT as a substitute for subsequent medical or hospital care. Usually, anaphylaxis occurs in reaction to something a person is allergic to, called an allergen. **The most common causes of severe allergic emergencies:**

#### **Food, Stinging and biting insects, Latex, Medications, Exercise**

Because severe allergic emergencies can result in death if not properly treated, it is important to be able to understand and recognize the symptoms in the event of a severe allergic reaction.

Anaphylaxis affects multiple body systems: skin, upper respiratory (including the mouth and nose), lower respiratory (including the lungs), gastrointestinal (including the stomach and the intestines), and cardiovascular (including the heart).

The most common symptoms of anaphylaxis are:

1. Hives
  2. Welts
  3. Swelling of the throat, lips, tongue or the area around the eyes
  4. Difficulty breathing or swallowing
  5. Anxiety, panic or an overwhelming sense of doom
  6. Itching in the mouth
  7. Generalized flushing (sudden reddening of the face), itching or redness of the skin
2. In the absence of health care personnel, a Youth Supervisor will administer EpiPen or if the youth is familiar with EpiPen and capable to do so, the youth may administer the EpiPen to themselves.
  3. EpiPen Auto-injectors are located s.15

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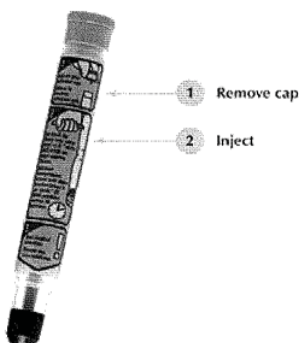
### GUIDELINES FOR THE ADMINISTRATION OF EPIPEN

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#### 3.02 - 4. EpiPen

4 To administer EpiPen, remove from storage tube. Follow directions below.

EpiPen can be administered in 2 simple steps:



1.
  - Remove the yellow or green cap from the storage tube.
  - Grasp the Auto-Injector with the black tip pointing down
  - Pull off the grey safety cap



2.
  - Place black tip against mid-outer thigh and press firmly until the Auto-Injector activates. Hold while counting for several seconds, then remove.
  - Massage the injected area for 10 seconds
  - Carefully place EpiPen, needle first, back into the storage tube. Screw the cap back on the storage tube tightly.

- **Call 911 immediately.** The youth will be taken to Victoria General Hospital Emergency.
- Dispose in a sharps container.

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### MEDICATIONS

#### 4.01 General

1. Prescription medications are administered where ordered by the Institutional Doctor. They are to be given by the Nurse, Senior Youth Supervisor, or trained Youth Supervisor.
2. Prescription medications are on s.15
3. Non-prescription medications (such as Tylenol) are located

Please reference Health Care Manual for further guidelines.

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### **INFECTIOUS DISEASES: BLOOD AND BODY FLUID EXPOSURE**

#### **5.01 Location of Supplies/Protective Devices**

1. Admissions has a supply of protective gloves and an Infection Control Kit, with extra bags for disposal of contaminated materials.
2. Protective gloves are available in the Staff Stations and Stores.
3. Belt-worn pouches containing protective gloves are issued to all Youth Supervisors, and are their responsibility.
4. Clean up kits are located on each unit and are in the Senior Youth Supervisor's office.

#### **5.02 Resident Management**

1. When a youth is searched and there is concern with respect to contact with blood or body fluids, protective gloves shall be used.
2. Room searches are to be carried out as usual wearing protective gloves. Be particularly careful when searching for contraband, being especially alert for needles and other sharp objects.

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### HOSPITAL ESCORT PROCEDURES

#### **6.01 General**

When a youth is required to be escorted to the Hospital, the escorting officer(s) will ensure the following procedures are followed:

1. The Nurse must be notified of the escort and reason. If the escort takes place after regular business hours, the Senior Youth Supervisor will contact the on-call Director and advise them of the situation.
2. The escorting officer or nurse will fill out the following forms:
  - Emergency Room or Clinic Referral Info, form HS019B
  - Reintegration Leave Form (YCP 28)
3. The escorting officer will complete the handcuff log in Admissions and take one set of handcuffs and one handcuff key per Escort staff. At the discretion of the Senior Youth Supervisor, shackles may also be signed out if the youth is high risk, or high profile. Escort staff will also take a Radio and Cell Phone in order to keep in contact with the Centre.
4. The Senior Youth Supervisor will check the status of the youth including any alerts and whether the youth is a two staff escort. This information will be passed on to the escorting officer(s), both verbally and via the Reintegration Leave Form.
5. Please return Emergency Room or Clinic Referral info form HS019B to VYCS Health Services.
6. The youth will remain handcuffed at all times. If the attending Physician requests that the handcuffs be removed, the escorting officer must obtain permission from the Senior Youth Supervisor prior to any action being taken.

#### **6.02 Documentation**

Escorting staff will complete an incident report and ask that Emergency Room Staff complete the HS019B form.

#### **6.03 Extended Hospital Stays**

Where it is determined that a youth will be admitted to the hospital, the escorting officer will immediately inform the Senior Youth Supervisor and/or VYCS Nurse.

If a youth is to remain in the Hospital for an extended length of time, the following procedures are to occur:

1. Escorting staff will report to the Custody Centre, obtain vehicle keys and report to the Hospital for relief;
2. The Escort staff at the Hospital will do a shift exchange which will include a progress and behavioural report on the youth, as well as any other concerns;
3. The arriving staff will take charge of all communications and security equipment;

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### HOSPITAL ESCORT PROCEDURES

#### **6.03 Extended Hospital Stays cont.**

4. The departing staff will return the vehicle to the centre at the end of their shift;
5. At no time should the youth be left unattended, unless the Senior Youth Supervisor gives prior permission. Hospital Security staff should be contacted and asked to attend for washroom breaks etc.
6. Youth in the hospital are still considered to be in Custody and therefore follow the same rules as youth at the Centre, i.e. no smoking, approved visitors only, etc.

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### COMMUNITY MEDICAL CLINICS

#### 7.01 Clinics

Medical services may be provided by:

Colwood Medical Centre

102 – 1910 Sooke Road

Phone: 250-478-8833

Hours of operation:	Monday to Thursday	0900-2030
	Friday, Saturday & Sunday	0900-1830

St. Anthony's Medical Centre

582 Goldstream Avenue

Phone: 250-478-6242

Hours of operation:	Monday to Friday	0900-2000
	Saturday	0900-1900
	Sunday	1000-1800

St. Anthony's X-Ray Clinic

(in St. Anthony's Medical Centre)

582 Goldstream Avenue

Phone: 250-478-8812

Hours of operation:	Monday to Friday	0900-1700
	Saturday & Sunday	Closed



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### COMMUNITY MEDICAL CLINICS

#### 7.02 Process

1. Where there is a medical concern or an injury involving a youth, when the nurse is on duty, or can be contacted, they will recommend whether to use a medical clinic or have the youth transported to the VGH emergency department.
2. Where there is a medical concern or injury when a nurse is not on duty or cannot be contacted, the following instructions will be followed:
  - a) Use the Colwood Medical Centre for a medical concern or injury that will probably not require x-rays;
  - b) Use the St Anthony's Medical Centre in cases when an x-ray may be required; and
  - c) Use VGH emergency for serious medical concerns or injury, or when the medical concern or injury occurs outside medical clinics business hours.

#### 7.03 Procedure

1. The escorting officer will fill out the Emergency Room or Clinic Referral HS019B form as well as a Reintegration Leave form.
2. The escorting officer will complete the handcuff log in Admissions and take s.15  
At the discretion of the Senior Youth Supervisor,  
may also be signed out if the youth is high risk, or high profile. Escort staff will also take a  
in order to keep in contact with the Centre.
3. The Senior Youth Supervisor will check the status of the youth including any alerts and whether the youth is a two staff escort. This information will be passed on to the escorting officer(s), both verbally and via the Reintegration Leave Form.
4. The youth will be handcuffed during transport to, from and while at the Clinic.
5. Upon arrival at the medical clinic, the escorting officer will telephone the front desk to ascertain when the youth can be taken into the clinic.
6. The youth will remain handcuffed at all times. If the attending Physician requests that the handcuffs be removed, the escorting officer must obtain permission from the Senior Youth Supervisor prior to any action being taken.
7. The escorting officer is responsible for communicating pertinent medical information to the nurse while at the medical clinic or upon return to the centre.
8. Upon return to VYCS, please give the Emergency Room or Clinical Referral HS019B form to Health Care.

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### SUICIDE / SELFHARM MANAGEMENT

#### **8.01 Room Contents**

A youth on one to one supervision may only reside in a room with a mattress, security blanket, underwear/bra worn by youth and soft cover reading material. Following assessment, the Senior Youth Supervisor, in consultation with Mental Health Professionals and designated Director may amend the above. After 72 hours of one-to-one supervision, the mattress and reading material may be removed on advice of Mental Health Professionals in order to encourage involvement in programs. Any youth deemed to be suicidal or extreme risk for self harm, will attend programs as designated.

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### CASE MANAGEMENT

#### **1.01 Definition**

Case Management is a dynamic process that affords youth in Custody optimal opportunities for growth, development, responsible decision-making and positive change.

This process requires ongoing review and consultation with the youth, parents/guardians and other involved persons, including line staff and program personnel at VYCS.

#### **1.02 Application**

The policies and procedures regarding case management apply to all youth serving a custodial disposition.

Youth who are held in custody on an order of remand are encouraged to participate in the case management process.

#### **1.03 Strategies**

The Director of Case Management is responsible for the co-ordination of Case Management activities at VYCS and, with the assistance of the Centre Probation Officers and Case Management Coordinator, responds to the needs of each youth with regard to assessment, classification, program involvement, sentence administration, release planning and community re-integration.

#### **1.04 Admissions**

The Centre Probation Officers (CPO) or the Case Management Coordinator (CMC) will interview each newly admitted youth and complete an intake assessment for all remanded youth. The written orientation package will be provided to the youth at this time. The CPO/CMC shall ensure the youth has a full understanding of the orientation package.

The CPO/CMC will review all pertinent file information (Manual and electronic) with regard to each newly admitted youth. It is important that any and all background information (e.g. Pre-sent reports, psychological reports, community risk/needs assessments, comments regarding potential risks associated with the youth, etc.) regarding a youth is acquired. The CPO/CMC will ensure such information is forwarded by the appropriate community agency.

The CPO/CMC will review each sentenced admission with regard to the legality and appropriateness of the custodial disposition. Consideration will be given as to whether young offenders older than seventeen years of age should serve the sentence in an adult correctional facility.

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### CASE MANAGEMENT

#### **1.05 Assessments**

An important element of Case Management is the assessment of the risks and needs associated with each youth in custody.

The CPO/CMC will ensure that Youth Risk and Youth Needs Assessments are completed for each youth at VYCS as per policy stipulated in the YOUTH CUSTODY PROGRAMS Manual of Operations.

The CPO/CMC will ensure the Youth Risk and Youth Needs Assessments are reviewed every three (3) months, or more frequently if there have been any significant changes in the youth's file. The results of the review will be recorded in the youth's CORNET – CPLCO electronic file.

In addition, a Youth Risk Assessment review will be completed and noted in CORNET when there is consideration for:

1. A Reintegration Leave;
2. Transfer to Open Custody;
3. Transfer to an Adult Correctional Centre.

A copy of the Youth Risk and Youth Needs Assessments will be placed on the youth's file and entered on the CORNET system.

#### **1.06 Classification/Placement**

The CPO/CMC, in consultation with Operations personnel and Nursing staff, will ensure newly admitted youth are properly classified and placed within VYCS based upon all current known relevant information.

Classification and placement is to be regarded as a dynamic process responding to changes in a youth's behaviour or new information acquired concerning the youth.

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### CASE MANAGEMENT

#### **1.06 Classification/Placement cont.**

The CPO/CMC will preside over the weekly Classification Committee meeting wherein all youth in custody at VYCS are reviewed with regard to:

1. Security Alerts
2. Double bunking status
3. Level Four placement
4. Eligibility for co-ed unit
5. Escort status
6. Program restriction
7. Medical concerns
8. Medical restrictions

All changes in a youth's classification will be conveyed to VYCS staff forthwith via classification reports.

#### **1.07 Program Referral**

The CPO/CMC will ensure all youth are referred to the appropriate programs at VYCS, (e.g. school, drug and alcohol, psychological services, etc.), taking into account any special needs as identified through the completion of the Youth Needs Assessment.

#### **1.08 Key Workers**

The CPO/CMC will ensure every sentenced youth who is serving a custodial disposition exceeding thirty (30) days will have a Key Worker assigned within three (3) working days of admission.

In addition, any youth who is expected to be remanded to custody for a term exceeding thirty (30) days will be assigned a Key Worker.

Case Management for all other youth will be the responsibility of the CPO/CMC.

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### CASE MANAGEMENT

#### **1.09 Key Worker's Role**

The Case Manager will assist the youth in: understanding their responsibilities, in benefiting from programs; in preparing for release; and in obtaining needed services. This shall be accomplished by:

1. Assisting the youth in complying with the rules of conduct and other requirements and procedures of VYCS.
2. Providing advice and guidance that will contribute to the positive behaviour and attitude of the youth.
3. Demonstrate pro-social attitudes and behavior.
4. Assisting the youth in resolving difficulties with peers or staff.
5. Assisting youth with learning to accept accountability for, and the consequences of, misbehavior.
6. Connecting the youth to VYCS programs that most closely correspond to the youth's needs.
7. Assisting the youth with obtaining support and services which will help the youth to realize identified goals and objectives, including possible early release and re-integration to the community
8. Acting as an advocate where appropriate or advising the youth of available advocacy Services.
9. Ensuring youth understands the responsibilities in respect to early release.

#### **1.10 Initial Service Delivery Plan**

The CPO/CMC will complete the ISDP form, including community contacts and key dates. The Probation Officer or their designate will complete the remainder of the ISDP form, giving consideration to:

1. Determination of short and long term program objectives with specified time-limited target dates;
2. Strategies undertaken by the staff and the youth to meet the determined objectives;
3. Specification of suitable and consistent staff responses to the youth
4. Specification of specialized services, and measures taken to ensure their proper integration within the youth's program plan;
5. Assisting the youth in setting goals and objectives in working towards a progression from secure custody to open custody to release, utilizing the review process, with key dates in mind. The CPO/CMC will ensure a copy of the YNA is attached to the ISDP.

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### CASE MANAGEMENT

#### **1.11 Monthly Service Delivery Plan (MSDP)**

The Probation Officer will ensure a Monthly Service Delivery Plan is prepared, in consultation with the youth, the parent/guardian as appropriate and other appropriate personnel with the respect to the progress of youth in custody.

These reports should address;

1. The progress made by the youth in programs;
2. The behaviour and attitude of the youth;
3. Progress made with respect to previously set goals and objectives;
4. Significant changes in the community situation related to the youth;
5. The need for new programs or services, or revisions of the plan, which will assist the youth.
6. On-going assessment of the least restrictive services required; and
7. Release planning.

The CPO/CMC will ensure the recent Monthly Service Delivery Plan is up-to-date prior to the youth being transferred or released from VYCS. If necessary, a Terminating Service Plan will be prepared.

#### **1.12 Case Monitoring**

The CPO/CMC will monitor on an ongoing basis the performance, attitude and behaviour of each youth. This will involve regular contact with the youth, VYCS line staff and VYCS program personnel, as well as regular monthly reviews of the youth's progress logs and file.

#### **1.13 Integrated Case Management Meeting**

The CPO /CMC will participate in the weekly ICM meetings to assist in the planning for high risk/ special needs youth.

#### **1.14 Case Conferences**

When a large number of professionals are involved in planning for a youth, case conferences will be held in a timely manner to review and discuss the progress of the youth.

#### **1.15 Progress Logs**

All VYCS Youth Supervisors are responsible for the maintenance of the progress log related to each youth within their areas of responsibility. Staff will ensure observations and comments are meaningful, and record any significant positive or negative events related to the youth. Staff must date and sign their entries.

The CPO/CMC will review the progress logs for each youth on a weekly basis.



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### REINTEGRATION LEAVE PROGRAM

#### **2.01 Authority**

Reintegration Leaves are granted in accordance with Section 91 of the Youth Criminal Justice Act. A Reintegration Leave is an authorized, time limited release of a youth serving a custodial sentence.

#### **2.02 General**

A Reintegration Leave may be granted to youth sentenced to Secure or Open Custody. In practice, Reintegration Leaves are granted from Open Custody Centres and very few passes are granted from Secure Custody. Passes should be granted with the view that it is a pre-release transition to the community. A youth may apply for a Reintegration Leave at any time during his sentence. A youth has the right to have an adult community advocate represent their interests during the application decision and appeal process.

#### **2.03 Denial**

If a Reintegration Leave is denied, the CPO will inform the youth and key worker of the reasons for denial and the youth's right to appeal. If not resolved at the Director level, the youth may forward an appeal in writing to the Complaints Manager, Youth Custody. The CPO will assist the youth with this process.

#### **2.04 Exception**

Leaves on a day release basis that are continuously escorted by a Youth Supervisor do not require an application by the youth, and may be authorized by a Senior Youth Supervisor, as well as the Director, or designate.

#### **2.05 Revocation of Reintegration Leaves**

Where a youth is released on a Reintegration Leave, the youth remains subject to the rules, regulations and discipline of the centre. If rules are not complied with this provides authority to order a youth to return to the custody centre and/or to arrest the youth if there is a failure to return to the Custody Centre.

#### **2.06 Authority**

The Director, Directors of Operations, Programs, Case Management or in their absences, the Senior Youth Supervisor has the authority to revoke Reintegration Leaves.

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### WORK ALONE PROTOCOL – ISSP WORKERS

#### **3.01 Introduction**

The purpose of this policy is to ensure that written procedures are in place to ensure the safety of the Intensive Support and Supervision Program workers (ISSP) who are working alone in the community or in an isolated location. For a comprehensive review of ISSP Policies and Procedures please refer to the Manual of Operations, Youth Custody Programs.

#### **3.02 Isolated Location**

Isolated means a one-on-one visit at a youth's residence. (i.e. youth on Independent Living, after hours curfew checks, entry to "high Risk" neighbourhoods or other visits deemed to be high risk by the ISSP team).

#### **3.03 ISSP Supervisor Responsibility**

The Director of Case Management will be responsible for ensuring all ISSP workers are oriented to this work alone in the community policy.

#### **3.04 ISSP Worker Responsibility**

1. The ISSP worker will contact Victoria Youth Custody Services and provide the following:
  - a) location of visit; and
  - b) estimated time of arrival and departure.

Note: The isolated location information will be recorded in the centre's Daily Occurrence Log.

2. The ISSP worker will contact Victoria Youth Custody Services if the visit extends beyond the estimated departure time.
3. The ISSP worker will contact Victoria Youth Custody Services when the visit has been concluded.
4. If the ISSP worker does not report to the centre within the estimated time frames, the centre person-in-charge will attempt to contact the worker first, and then telephone the appropriate Police Department and request assistance.
5. Notwithstanding above, the ISSP worker shall contact the centre not less than s.15 per shift, s.15
6. The ISSP worker, when conducting home visits or other client contacts that could potentially be high risk, must provide the designate check in person with the following information: name of client; address and telephone number of the client they will be visiting; time of anticipated return to the centre or completion of visit; and description of the vehicle being used (i.e., year, make, model, colour, license plate number etc.)

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### **WORK ALONE PROTOCOL – ISSP WORKERS**

#### **3.05 Communication Devices**

ISSP workers shall be equipped with a communication device (cell phone or satellite phone). ISSP workers are responsible for ensuring the communication device is in working order before commencing activities with clients in the community.

#### **3.06 Working Alone OSH Policy**

Prior to conducting home visits, The director of Case Management shall ensure that ISSP workers are oriented with the policy and guidelines and responsibilities set out in the MCFD Occupational Safety and Health Program Manual (OSH Manual) specifically the Working Alone or in Isolation Policy.

#### **3.07 Guidelines for Home Visits**

An ISSP worker shall not enter a residence without the consent of the youth's parent/guardian/caregiver. In cases where the youth does not reside with a parent/guardian/caregiver the ISSP worker shall not enter the residence without the consent of the youth.

In cases where the ISSP worker is refused entry into the residence it shall be noted in the ISSP file and the Community PO shall be notified.

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### USE OF FORCE

#### 1.01 Authority to Use Force

1. The YJA (BC) provides that employees appointed under that Act are Peace Officers while carrying out their duties under the Act and Regulations.  
The authority of a Peace Officer to use force within the framework of their employment is that which is contained in the following sections of the Criminal Code of Canada; Sections 25,26,27,32,34,36 and 37.
2. The peace officer must be performing a duty:
  - a) Authorized or required by law (this also covers carrying out Local Policy and Procedures and or following a supervisor's directions);
  - b) Must be acting upon reasonable and probable grounds (i.e. more than a mere suspicion but less than an absolute fact);
  - c) Must be acting in good faith (i.e. must not use force maliciously).;
  - d) Must use force as a last resort. The application of force as a measure of restraint or apprehension shall be restricted to circumstances where all means of reasoning or verbal intervention have proven ineffective.

#### 1.02 Application of Force

The application of force shall be consistent with enabling legislation and YOUTH CUSTODY PROGRAMS Manual of Operations, Section D, Pages 13-18 and only deemed necessary to:

1. Prevent or discontinue harm to youth or others; or
2. Prevent the commission or continuance of an offense including apprehension of an escaped youth; or
3. Overcome resistance or compel compliance necessary for the security and safety of the Youth Custody Centre.

The most usual circumstances in which staff may find the use of force necessary are:

1. To prevent a youth from escaping.
2. To separate youths who are fighting and who refuse to respond to verbal warnings.
3. To remove a youth from a particular area for purposes of confinement in a secure room.
4. To prevent a youth from harm to self or others.

The application of physical force as a measure of restraint or apprehension shall be restricted to circumstances where all means of reasoning or verbal control have proven ineffective.

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### USE OF FORCE

#### **1.03 Degree of Force**

The degree of force shall be limited to the minimal amount of force necessary to effect control and shall be discontinued at the earliest opportunity. Once control of a subject or situation has been obtained through the use of force, escalation of force shall stop and de-escalation of force will begin when appropriate and reasonable to do so. Once control has been obtained, officers should never de-escalate the use of force to the point where control of a subject or situation is lost.

Where physical restraint is used for more than one hour, it must be authorized and approved by the Deputy Director or Director on the grounds it is necessary to provide for the safety of the youth or others. See section D page 13 -18 in the Provincial Manual.

#### **1.04 Excessive Force**

Force may be considered excessive if it exceeds that which is necessary to overcome the resistance encountered in effecting control of an individual.

If situations arise where the degree and type of force applied may exceed that in which all staff have formally been trained (or authorized by policy), it is imperative that all means of verbal and standard physical intervention have been carefully considered and determined to be insufficient in said situations, noting that final determination will be made upon formal review and investigation by the Director.

#### **1.05 Destructive Behavior**

1. The removal of personal clothing, personal effects, mattresses or bedding from a youth shall only be done when that resident is being destructive to those items. Under no circumstances will mattresses or bedding be removed as a form of punishment or as a means to control undesirable behavior.
2. Shoes may be removed if the youth is:
  - a) Placed in Quiet Room or Operational confinement room; or
  - b) Kicking the door to their own room.Shoes shall be returned once the youth has left the Quiet Room or Operational Confinement Room, or their behavior has de-escalated to a level that would warrant return of their shoes.
3. The use of physical force cannot be used as a form of punishment, or for attempting to control the verbal behaviour of residents.

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### USE OF FORCE

#### **1.06 Procedure - General**

When force is required, the following steps are to be taken:

1. Ensure adequate staff are available to assist with the intervention. This will maximize the potential of controlling the situation as well as minimize the potential harm to staff or youth. Do not attempt to control or physically move a youth on your own as this is likely to result in staff/youth injury. A minimum of two staff should be present whenever possible.
2. Move all other youths out of the area if possible.
3. Quietly talk to the person in an effort to resolve the matter without physical force. Verbal intervention should be employed while awaiting assistance.
4. If physical force is required, it should be the minimum amount to effect control, and de-escalated at the earliest opportunity.
5. Move youth to Separate Confinement if behavior warrants.
6. Document all events which you witnessed, or participated in.

#### **1.07 Procedure – Room Extraction**

1. There will be occasions, when youth are in their rooms, or an isolated area, where it is necessary to remove a youth to prevent one of the following:  
Damage to property, or  
Imminent threats of/or injury, to self or others.
2. It is intended that in every reasonable instance, when it is necessary to remove a youth from their room against their wishes, that problem solving discussions and persuasion be the first and usual method employed.
3. Where a youth is violent, unpredictable or non-compliant, and verbal intervention has proven to be ineffective, the use of mechanical restraints and the degree of force necessary to remove the youth from their room shall be consistent with the protection of staff, youth and property, in that order. In instances where removal is not necessary, the youth shall be left to calm down.
4. Youth who are isolated in their living units, acting out, and not responding to verbal direction, shall only be subject to use of force with the presence and permission of the Senior Youth Supervisor. The following procedures shall apply:
  - a) Notify Senior Youth Supervisor.
  - b) Ensure adequate staff are present.
  - c) Ensure other youths are in their rooms or isolated.
  - d) Ensure a clear path from living unit to Separate Confinement room is prepared.
  - e) The Senior Youth Supervisor will instruct the staff involved in the method of removal to be used and what their part in the operation will be.



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### USE OF FORCE

#### **1.07 Procedure – Room Extraction cont.**

- f) The youth will be instructed to lie on the ground with their hands behind their back. This order will be given a minimum of two times before the youth is considered to be non-compliant.
- g) The Senior Youth Supervisor will determine whether or not mechanical restraints will be applied. The youth shall be escorted out of their living unit to a Separate Confinement room at the direction of the Senior Youth Supervisor.
- h) Should the youth at any time become violent, the decision on the use of mechanical restraints shall be re-assessed by the Senior Youth Supervisor.

#### **5. Use of Hand Held Video Equipment – Room Extractions**

- a) **Video Recording** - At the direction of the youth custody centre Director, youth custody centres may utilize hand held video equipment to tape emergencies and critical incidents involving residents who pose a danger to themselves, other youth or staff, and/or which may involve the use of force or physical restraint.
- b) **Recording** - The person in charge shall assign a youth supervisor competent in the use of the hand held video camera to record the incident. Only those staff designated by the person in charge shall operate the hand held video camera. In instances where it is possible to foresee the need to videotape an incident, taping should commence when an intervention plan has been established and upon the direction of the person in charge. Taping of the incident shall continue until the situation is under full control. Taping should cease upon direction by the person in charge.
- c) **Recording of Room Extractions** - In those circumstances that require staff to enter a resident's room or remove a youth from a room, recording shall commence at the entry into the living unit through task completion and the exit of those involved in the incident. Due to the serious nature of the material being recorded it is imperative the recording be continuous and uninterrupted.
- d) **Preservation of Recording** – Once the incident has been terminated, the person in charge or designate shall remove the tape from the video camera and place it in a secure area identified by the Director.
- e) **Report** – The person in charge shall ensure a written report detailing the incident and the use of hand held video equipment, is submitted to the Director in a timely manner.
- f) **Limited Use** – The hand held video equipment shall be stored in an area identified by the Director. The use of the equipment is solely intended for emergency situations and critical incidents identified by the Director, Deputy Director or Assistant Deputy Director. Tapes from critical incidents are confidential and shall not be used for training purposes, with or without youth's consent.

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### USE OF FORCE

#### 1.08 Mechanical Restraints

1. Mechanical restraints are to be kept secure at all times. Types and locations are as follows:
  - a) Senior Youth Supervisor            regular handcuffs
  - b) Admissions                            s.15 regular handcuffs  
   leg restraints
2. Mechanical restraints are only to be used as a last resort when there are no other means available to protect the youth, other youth, or staff. Other than escorts, restraints may only be applied with the presence and permission of the Senior Youth Supervisor. Leg irons will only be employed in extreme situations and must be approved by the Director or his designate. All staff must be familiar with the use of mechanical restraints.

#### 1.09 Mechanical Restraints Procedure

1. Only the Senior Youth Supervisor may remove mechanical restraints.
2. Only the Senior Youth Supervisor shall approve the use of mechanical restraints in all circumstances.
3. When handcuffs are used, an ICON report is completed and reviewed by the Director of Operations and the Director.
4. In cases where mechanical restraints are used as preventative measure, (excluding escorts), only the Director or designate may approve their use. At no time during this period shall the mechanical restraints be attached to stationary objects unless circumstances of an extraordinary nature necessitate this practice such as extreme violence, riot situations off-site escape apprehensions, and, in some cases, hospitalization of a resident deemed to be an escape risk.
5. Handcuffs will be used for escorts to medical, psychiatric, dental, or similar appointments outside the Centre unless otherwise authorized by the Director.
6. Handcuffs should only be removed on authorization of the Director of designate.
7. A youth should not be mechanically restrained for more than one hour, unless the youth is on an escorted absence, or it is necessary for the safety of the youth or others.
8. Where mechanical restraint is used for more than 1 hour and up to 8 hours, the person in charge shall assess, authorize and document the continued use every 30 minutes only as approved by the Director.
9. Where the mechanical restraint is used for longer than 8 hours it must be authorized by the Executive Director, Youth Custody, who will review the continued use every four hours.

#### 1.10 Inquiry into the Use of Force

The Director, of VYCS shall make inquiries into all incidents where force is used within the Custody Centre. To expedite the inquiry, written statements shall be submitted by officers witnessing or taking part in the use of force.

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### USE OF FORCE

#### **1.11 Reports**

The Senior Youth Supervisor will ensure that an electronic incident report is completed and reviewed by the Director of Operations immediately after any incident resulting in the use of force by an officer pursuant to Section D, Pages 13-18, of the YOUTH CUSTODY PROGRAMS Manual of Operations. Reports shall be completed by all officer(s) involved.

#### **1.12 Content**

Incident Reports shall contain all information pertaining to the incident, including:

1. Full names of youth and officers involved at any stage of the incident;
2. What precipitated the incident;
3. Steps taken by officers previous to force being applied;
4. Steps taken by youth(s) prior to force being applied;
5. Type, quality and degree of force or restraint applied;
6. Amount of resistance by a youth;
7. The resulting circumstances surrounding the termination of applied force;
8. Consequences issued to youth; and
9. If any injuries are sustained note and indicate medical attention, received.
10. Whether youth agrees or disagrees with the report.

#### **1.13 Serious Injury or Death**

The Executive Director, Youth Custody shall be notified immediately by the Director, VYCS, or designate by telephone where the use of force results in the serious injury or death of an officer or resident. Serious injury being defined as that requiring hospitalization as opposed to first aid treatment.

#### **1.14 Use of Video Camera**

At the discretion of the Director, the Centre may utilize video equipment to tape emergencies and critical incidents involving residents who pose a danger to themselves, other youths or staff, and / or which may involve the use of force.

Refer to YOUTH CUSTODY PROGRAMS Policy Manual, Section D Page 13-18.

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**2.01 ESCAPES**

**Please refer to the VYCS Critical Incident Response Manual – Section E-1**

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**3.01 HOSTAGE**

**Please refer to the VYCS Critical Incident Response Manual Section F-1**

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**4.01 RIOTS AND DISTURBANCES**

**Please refer to the VYCS Critical Incident Response Manual Section C-1**

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**5.01 BOMB THREATS**

**Please refer to the VYCS Critical Incident Response Manual, Section D-1**

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### CRITICAL INCIDENT REVIEW

#### **6.01 General**

A Critical Incident Review is a formal process, initiated by the Executive Director, Youth Custody to investigate any incident which has or may have a significant impact upon the Centre or may otherwise affect the operations of the Ministry as a whole.

#### **6.02 Initial Reporting**

The Director shall submit an Interim Incident Report (CF0224) to the Executive Director, Youth Custody within 24 hours of an event that gives, cause for a Review or is believed likely to give cause for a Review.

#### **6.03 Process**

Immediately upon being notified of a significant event and once any immediate risk is controlled, the Senior Youth Supervisor shall begin gathering and safeguarding information. This is to include, but not necessarily limited to:

1. All logs, files, or electronic media relevant to the matter;
2. Requesting reports and / or taking statements from all parties involved in an incident or who may have been witnesses;
3. Employees must be advised of their right to a steward present before stress de-briefing or similar interventions take place unless prior approval of the Director.
4. Taking photographs or video tape evidence where it is reasonable and relevant;
5. Providing an oral report to the Director, (or designate) and or brief written summary within 24 hours; and
6. Securing the scene, where it is reasonable and appropriate to do so.

#### **6.04 Liaison Officer**

On notification that there is to be a review, the Director shall assign a Liaison Officer, not involved in the incident, to assist the Critical Incident Review by:

1. Gathering and organizing written statements, reports, and other data;
2. Scheduling witnesses; and
3. Facilitating space, recording equipment and clerical support as required.

The Liaison Officer may attend the review and may provide additional information as requested by the Chair but does not participate in its deliberations.



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### CRITICAL INCIDENT REVIEW

#### **6.05 Review**

The Executive Director, Youth Custody in consultation with the Director, Youth Justice Policy and Program Support will select the Critical Incident team comprised of two managers, one designated as the Chair, and one person who is not an employee of the Ministry. The Chair of the Critical Incident Review must be a Senior Manager who does not normally work at, or is directly connected with the Centre. The Review shall commence within 7 days of the incident and may:

1. Examine witnesses;
2. Review all relevant written statements, reports and related data; and
3. Take views of areas or items;

#### **6.06 Report**

A Critical Incident Review Report (CF0225) shall be submitted to the Executive Director, Youth Custody Services, Assistant Deputy Minister, and the Director, Youth Justice Policy and Program Support within 30 days of its commencement.

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### CRITICAL INCIDENT STRESS SYNDROME POLICY

#### **7.01 Definition**

Critical Incident Stress Syndrome (CISS) is the acute stress caused by being exposed to distressing experiences.

#### **7.02 General**

After an unusual, violent or potentially violent incident or during a protracted incident, internalizing stress can result in delayed emotional reactions which can effect one's personal and/or work life.

Some of the incidents which can precipitate CISS are:

1. Suicide, attempted or successful;
2. Hostage Taking incident;
3. Disturbance/Riot;
4. Fire/or serious accident; and
5. Death or serious death threat.

#### **7.03 Objective**

To reduce the chance people (staff, youth, contractors) affected will remain negatively impacted following a critical incident.

#### **Procedures**

1. The Director shall insure the Centre has a trained Critical Incident Response Team (minimum 3 members). The response team is comprised of volunteer staff for a 2 year commitment.
2. The names of the CIRT team will be posted.
3. All incidents in which staff are exposed or involved in a violent or potentially serious incident shall be reported by the Senior Youth Supervisor to the Director or on call officer at the earliest opportunity or before shift end.
4. If necessary, the staff shall be relieved from shift immediately and where medical or psychological assistance is necessary, the officer shall not return to shift duties without concurrence of the Director or on call officer.
5. In case of a critical incident requiring immediate defusing, the Senior Youth Supervisor can have a counselor paged by calling Human Solutions, telephone – s.15

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### KEY CONTROL

#### 8.01 Responsibility

It shall be the responsibility of the s.15 while on duty, to maintain a record of all issued keys.

#### 8.02 Key Count

Key count within the centre shall occur as part of the shift change report - s.15

#### 8.03 Issue

1. All keys issued shall be reported by number to the s.15 and noted on the Daily Key Log as follows - s.15
2. Duplicate keys will be held by the Director of Operations. All duplicate keys shall be kept s.15
3. Under no circumstances will keys issued to staff, other than vehicle keys leave the main buildings. All keys issued must be turned into s.15 before staff leave the building.
4. s.15 services may be permitted by the Director to retain specified keys while the Centre.
5. Only the s.15 may issue new keys.

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### WEAPONS

#### **9.01 Gun Locker**

There is a gun locker

s.15

#### **9.02 Procedure**

All Police Officers or Deputy Sheriffs entering Victoria Youth Custody Services must deposit their firearms in the gun locker.

s.15

At no time will it be necessary for Custody staff to handle the firearm or ask that ammunition be removed from the firearm.

#### **9.03 Loading/Unloading**

A safe loading/unloading station for firearms is

s.15

#### **9.04 Weapons Restricted**

For the purposes of this article, weapon is defined as a firearm, taser, capstan, or any other similar device not authorized in the Centre.

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### **CONTRABAND**

#### **10.01 General**

Contraband shall include any items, money, reading material or other objects that have not been approved by the Director for possession by youth, or any items approved and altered from their original state.

#### **10.02 Search**

Custody staff are entitled to search any youth, living areas, program and recreational areas where they suspect contraband is present.

#### **10.03 Contraband Seized**

If, in the judgment of a Youth Supervisor, an article appears to be contraband, it shall be seized by the Youth Supervisor, a receipt issued to the youth and the item forwarded to the Director with an Incident Report.

#### **10.04 Disposition by Director**

The following dispositions may be made by the Director after completion of an investigation:

1. Item returned to youth.
2. Placed in youth's personal effects.
3. Confiscated for disposal.
4. Confiscated and held for evidence pending:
  - a) Internal disciplinary action.
  - b) External criminal charges being laid.

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### CONTROL CENTRE

#### 11.01 General

s.15

#### 11.02 Staffing

The Control Centre in Secure Custody shall be staffed 24 hours per day.

#### 11.03 Control Centre

s.15

#### 11.04 Residents in Control

Under no circumstances shall youth be permitted to enter the Control Centre.

#### 11.05 BCSC System Administrator

The Director of Operations is the System Administrator and the system may only be disabled by them.

#### 11.06 Door Access Cards and Spider Alarms

1. Staff are responsible for cards and spider alarms issued to them and lost devices must be reported immediately to the Senior Youth Supervisor.
2. Only a System Administrator may disable a card, card reader or spider alarm.
3. All spider alarm activation's require a **Code Red** response.

#### 11.07 Resident Rooms

1. Youths room doors may be "shunted" when staff are on the unit.
2. Calls to Control from youths rooms do not require completion of the comment field.

#### 11.08 Lockdown/Staff Break Announcement

Approximately 5 minutes prior to lockdown, the Control Officer will announce over the intercom that lockdown is about to commence.

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### COURTYARD MANAGEMENT

#### **12.01 Functions of Courtyard**

The Courtyard serves three primary functions:

1. Movement of youth or supplies (meal carts) from one unit or program to another;
2. Scheduled programming (yard maintenance, horticulture, P.E.);
3. Casual, "free time" use (late afternoons, evenings and weekends).

#### **12.02 Contraband**

A security sweep will be conducted in the Courtyard prior to any youth gaining access, or any time the Senior Youth Supervisor believes there is a risk that contraband has entered the Courtyard.

#### **12.03 Routes**

Unless otherwise instructed by staff, all youth movements are to occur on sidewalks or paved areas.

#### **12.04 Individual Resident Movement**

Individual youth may move unescorted from one building to another, ie. from Unit 1 to Clinical Services or Visits. The "sending staff member" will announce the movement on the radio and confirm that a "receiving staff member" will stand by at the entrance of the destination building. Control may direct the sending staff member to hold the youth if aware of conflicting movement. If there is program activity in the courtyard at the time of the youth movement, the youth will be directed to follow a route which avoids the program. Control will observe the movement and may intervene by loudspeaker if the youth is not complying with direction.

#### **12.05 Group Movements**

Movements of units or program groups will be escorted. Staff will announce the intention to move the group and state the destination on the radio. When approved by Control, staff may proceed. Youth will proceed directly to the destination along the indicated route. Youth will not interact with other youth who may be involved in a Courtyard program, or who may be at the windows of units.

#### **12.06 Program Use**

Programs which may use the Courtyard include but are not restricted to:

1. Yard maintenance (lawn mowing, clipping, sidewalk cleaning, etc.);
2. Horticulture;
3. Teacher supervised Physical Education; and
4. Staff supervised games.

These programs will be scheduled to ensure that only one group is in the courtyard at a time, unless authorized by the Senior Youth Supervisor.

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### COURTYARD MANAGEMENT

#### **12.07 Frisks after Programs**

Youth who have been in Visits, Arts and Crafts, School, and programs, including Horticulture, will be pat frisked and frisked with a metal detecting wand or pass through a metal detector prior to moving from their program to any other program or unit.

#### **12.08 Free Time Use of Courtyard**

Units may access the courtyard for fresh air and exercise during free time in late afternoon, evenings or weekends, on a rotational basis, as co-ordinated by the Senior Youth Supervisor. No more than three units will use the courtyard at one time (except for occasional individual youth movements).

The three sectors of the Courtyard are West Courtyard, East Courtyard and Playfield, and units will ordinarily confine themselves to one sector and will not mix.

Special events or games involving all units may be authorized by the Director, Deputy Director or Senior Youth Supervisor.

Mixing of the 2 secure units or 2 open units will be at the discretion of the Senior Youth Supervisor.

#### **12.09 Secure Fences**

Youth are not permitted within five feet of any secure fence, unless they have received staff permission to retrieve a ball or perform work near the fence.



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### **FIRE FIGHTING EQUIPMENT / SYSTEM DESCRIPTION**

#### **13.01 General**

An up-to-date list of all fire fighting equipment, its type and location is to be maintained, diagrammed schematically and kept in the s.15

All staff are expected to observe good fire safety precautions in using, or supervising youth in the use of, flammable materials, stoves, program and cleaning equipment, in order to prevent harm to youth, staff, volunteers and visitors, and to prevent damage to property.

In the event of a fire, the paramount consideration is the protection of life.

#### **13.02 Fire Drills**

To ensure adequate preparedness for emergencies, an unscheduled fire drill will be held at least once per month. The Senior Youth Supervisor will monitor compliance with evacuation procedures and report any problems to the Director of Operations.

Monthly drills should test evacuation from different buildings in the Centre, so that each building has a drill at least every four months. The date and time of each drill will be recorded in the Daily Occurrence Log in Control and Fire Drill Log in s.15

#### **13.03 Smoke Detection Systems**

Smoke detectors are located throughout the Centre, particularly in the exhaust air ducts of youth's rooms. When smoke thresholds are reached these devices will activate the fire alarm system at First Stage. If not reset within five minutes, the alarm moves into Second Stage.

#### **13.04 Sprinkler System**

Sprinkler heads are located throughout the Centre and are heat activated. A flow of water from a sprinkler head automatically activates the fire alarm at First Stage. The sprinkler system may be shut off by accessing the manual valves located in the s.15

Should the sprinkler system be shut off in any occupied area, due to damage to a sprinkler head, or other malfunction, a continuous fire watch must be maintained in the affected building until repairs are affected. Youth in rooms may not be left unattended if the sprinkler system is inoperative.

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### **FIRE FIGHTING EQUIPMENT / SYSTEM DESCRIPTION**

#### **13.05 Pull Stations and Key Stations**

Pull stations are located throughout the Centre. In the event a fire alarm is not triggered by a smoke detector or sprinkler, the staff discovering the fire will activate the alarm from the nearest pull station, radio fire information to Control, and follow evacuation procedures as below. "Pulling" the pull station activates the alarm system at First Stage. "Keying" the pull station will advance it to Second Stage.

s.15

which puts the system into Second Stage.

These stations can only be keyed,

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### FIRE FIGHTING EQUIPMENT / SYSTEM DESCRIPTION

#### **13.06 Alarm System Zones**

The Centre is divided into zones, which appear on the annunciator panel. Every s.15 is a fire alarm zone, as are the following:

s.15

N.B. The column on the right hand side denotes fire zone on the fire panels in the Control Centre, Communications Room and at the main entrance to the Centre.

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**14.01 FIRE ALARM PROCEDURES**

**Please refer to Critical Incident Manual Section B-1**

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### PROTECTION OF EVIDENCE

#### 15.01 Responsibility

It is the responsibility of the first officer at the scene of a critical incident to:

1. Render first aid, if required;
2. Protect all evidence relating to the incident;
3. Prevent other personnel from moving, touching or altering existing site conditions;
4. The scene must be protected until the investigation is completed and/or
5. Until outside agencies, who are relevant to the investigation and are attending, finish with the site, (i.e. Police, Coroner's Office), the designated authority responsible for inspections, WCB, Fire Department investigators, etc.

#### 15.02 Evidence Matter

In all cases, adequate steps must be taken to protect such evidence matter as:

s.15

#### 15.03 Collecting Evidence

1. All evidence should be collected by one Officer, if possible.
2. The Officer should keep it in their possession or under their control until it is released to appropriate authorities.
- 3.

s.15

4.

5. The Officer will enter all essential data regarding the incident and the location and marking of evidence in a notebook used for future reference.

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### PROTECTION OF EVIDENCE

#### 15.04 Reference Standards

Whenever a sample is taken that requires referencing (making a comparison) to a known standard, be sure to collect a usable quantity of the material reference, (i.e. blood, dirt, paint,) and seal in a plastic bag.

#### 15.05 Marking Evidence

1. The Officer removing the evidence from its original location must complete contraband evidence log with name and date.
2. Tools such as scribe, stylus or an electric pencil should be used to mark larger metal objects.

#### 15.06 Packaging

s.15

#### 15.07 Maintaining Continuity of Possession

s.15

#### 15.08 Procedure

If an Officer seizes and retains a piece of evidence that is linked to a critical incident or an incident from which criminal charges may result, the Officer will:

s.15

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### PROTECTION OF EVIDENCE

#### **15.09 Senior Youth Supervisor**

The Senior Youth Supervisor will ensure that all written reports submitted by Officers on all critical incidents involving evidence seizure contain the details of evidence, location of the evidence and who has possession of the evidence seized.

#### **15.10 Director**

Will retain all evidence in an evidence locker s.15 until:

1. Turned over to the police or other agency;
2. Presented in court; or
3. Cleared for destruction by external investigators.

#### **15.11 Record**

s.15

#### **15.12 Distribution of Reports**

1. Senior Youth Supervisor
2. Director, VYCS
3. Police Agency – if applicable

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#### SEARCHES

##### 16.01 Definition

1. "Strip Searches" of a youth shall only be conducted by a staff member of the same sex as the youth.
2. "Frisk Searches" must be conducted by a staff member of the same gender where available. When not available, the "Frisk Searches" may be conducted by a staff member of the opposite gender, but only in the presence of a second staff member.
3. "Screening Searches" are conducted visually or with the aid of a screening device, including hand held or walk-through metal detectors, drug dog, ion spectrometry device, CO2 detector or other screening device approved by the person in charge.

Please refer further to the Youth Custody Programs Manual of Operations Section D- 4.01-4.12.

##### 16.02 "Strip Search" – Legal Requirements

1. As circumstances allow, a staff member must, before conducting a strip search:
  - a) inform the youth to be strip searched of the reason for the strip search; and
  - b) explain how the strip search is conducted.
2. A strip search conducted by a staff member must be:
  - a) observed by one other staff member,
  - b) carried out in a private area; and
  - c) carried out as quickly as possible.

##### 16.03 General

On admission of a youth to this centre, the youth shall be searched by an Officer of the same gender as the youth.

Once a youth has been admitted, an Officer shall only conduct further searches where:

1. The Director so authorizes, or;
2. An Officer has reasonable and probable grounds to believe that the youth is in possession of drugs, weapons or any other object which may threaten the management, operation, discipline or security of the Centre in which case the Officer shall search the youth and/or their room and possessions and provide a written report to the Director within 12 hours. If contraband is found, it shall be forwarded to the Director.



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### SEARCHES

#### **16.04 Routine Search**

The Senior Youth Supervisor may routinely organize a search of any area.

#### **16.05 Large Scale Searches**

All large scale searches shall be under the direct supervision of the Senior Youth Supervisor.

#### **16.06 Conduct - Searches**

1. Searches for contraband shall be conducted with a minimum of disturbance to a youth's possessions and living area, and shall be recorded in the Room Search Log and signed by the staff member conducting the search.
2. In the event contraband is found an Incident Report shall be prepared detailing the description of articles, date, time and names of those involved.

#### **16.07 Conduct – Use of Force**

Only such reasonable and necessary force shall be used against a person being searched.

#### **16.08 – Room Search**

Searches shall be made of each youth's room prior to occupancy by another youth.

#### **16.09 Type of Searches**

1. A "frisk search" shall be conducted for all youth:
  - a) Returning from a visit within the designated visiting areas of the centre.
  - b) Leaving the Arts and Crafts, Classrooms and other program areas.
2. A "strip search" shall be conducted for all youth:
  - a) Upon admission;
  - b) Entering or returning to the centre (i.e. returning from Reintegration Leave); and;
  - c) Where a staff member believes on reasonable grounds the youth may be in possession of contraband or there is evidence relating to an offense, the strip search must be approved by the person in charge.
3. A "screening search" will be conducted on all youth upon Admission, on return from visits or outings, leaving programs and other program areas or any other occasion upon suspicion of contraband.

Screening searches at VYCS will generally consist of hand held or walk-through metal detectors.

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### SEARCHES

#### **16.10 Written Report – Strip Search**

A report of each strip search conducted shall be completed and placed on the youths Master File.

#### **16.11 Internal Search**

An "internal search" is conducted only when an Officer has reasonable and probable grounds to believe that a youth has a weapon or drugs concealed in their body. Only the Director may approve such a search, which will be done by a Doctor of the same gender as the youth where possible.

#### **16.12 Search of Possessions**

Unless precluded by circumstances, a youth should be present during the search of their possessions (i.e. upon admission) and/or room.

#### **16.13 Extra Staff**

Where the situation warrants and extra staff are required, only the Director has the authority to approve call-in of extra staff.

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### DANGEROUS SUBSTANCES

#### 17.01 General

"Dangerous Substances" means any

s.15

The Workplace Hazardous Materials Information System (WHMIS) regulations identify and describe all hazardous materials as "controlled products."

#### 17.02 Storage

1. Stock of dangerous substances required in the normal operation of the centre shall be sufficient only to meet specific needs. When not in use, such material will be kept in a secure, centralized storage area.
2. Storage areas shall be subject to the inspection and authority of the Fire Marshall's Act and the Public Health Act.

#### 17.03 Access

1. Dangerous substances shall be issued by the Supervising Officer to youth engaged in work where these substances are necessary. Only the minimum quantity sufficient to meet the requirements of the task and no more than can be used during each work period shall be issued at any one time.
2. Whenever possible, these substances shall be prepared for use and used under the direction of an officer.

#### 17.04 Supervision

Youth who are required to use a hazardous material shall be under the supervision of a staff member or instructor at all times. The staff member or instructor shall be responsible for the control, proper use and return of the hazardous material to a secure area.

#### 17.05 Unauthorized Possession

The unauthorized possession of a "dangerous substance" shall constitute a breach of conduct.

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### WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM (WHMIS)

#### 18.01 General

WHMIS is a major response to worker's rights to know more about safety and health hazards in the workplace. WHMIS provides employers, employees, and suppliers with specific vital information about hazardous materials.

#### 18.02 Key Elements

The three key elements of WHMIS are:

1. Labeling – suppliers must prepare a supplier label which will typically provide seven pieces of information:

- a) Product identification
- b) Hazard symbols
- c) Risk phrases
- d) Precautionary statements
- e) Statement advising that a material safety data sheet (MSDS) is available
- g) Supplier identification

2. Material Safety Data Sheets (MSDS) are technical bulletins which provide detailed hazard, precautionary and emergency information on a controlled product. MSDS sheets must provide nine sections of content:

- a) Product information
- b) Hazardous ingredients
- c) Physical data
- d) Fire and explosion hazard
- e) Reactivity data
- f) Toxicological properties
- g) Preventative measures
- h) First aid measures
- i) Preparation information

## VICTORIA YOUTH CUSTODY SERVICES

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#### WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM (WHMIS)

##### **18.02 Key Elements – cont.**

3. Worker Education: The Director of Operations will be responsible for the training of staff. It is incumbent on all staff to be thoroughly versed in WHMIS.

WHMIS binders with the above information have been placed in strategic areas throughout the Centre. Staff are required to be familiar with locations and contents of binders. They are located in:

1. Units 1 - 4
2. Stores Office
3. Nurse's Office

##### **18.03 Emergency**

1. Dial **1-800-567-8911** – Poison Control, for ingestion or spills of toxic materials.
2. Dial **911** – Emergency Transport of poison victim.

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### TOOL CONTROL

#### **19.01 General**

For the purpose of this order, "tools" shall include any portable, manufactured instrument which, in general terms, could be used to effect an escape, cause property damage, or be used to threaten or harm staff or other youth.

#### **19.02 Classification**

Tools which are restricted to one specific area shall be labeled to denote their authorized location.

#### **19.03 Inventory**

All tools shall be registered and marked for inventory purposes and all tool control centres shall carry inventory lists of tools, both in use and in storage.

#### **19.04 Shadow Board**

Wherever practical, tools shall be stored on shadow boards for ease of identification.

#### **19.05 Issue**

1.

s.15

Tool Check

2.

s.15

#### **19.06 Storage and Disposal**

Tools deemed no longer serviceable shall be withdrawn from use and held in storage until condemned and disposed of in a manner as determined by the Director.

#### **19.07 Inventory Adjustments**

Upon receipt of new tools or the disposal of condemned tools, inventory adjustments shall be made immediately by the Officer responsible for the tools.

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**TOOL CONTROL**

**19.08 Outside Workers**

The Control Officer shall ensure that all contractors report to the Director of Operations or designate.

s.15

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### CUSTODY AND SECURITY

#### **20.01 General**

All staff share the responsibility for maintaining security.

#### **20.02 Visual Inspection – Room Confinement – Non-Disciplinary**

A visual inspection of youths confined to rooms shall be conducted at intervals not to exceed or more often if possible.

s.15

All visual inspections shall be recorded in the unit occurrence log immediately upon completion.

#### **20.03 Visual Inspection – Room Confinement - Risk of Self Harm**

As directed by the SCO2 (Senior Youth Supervisor) a visual inspection of youth confined to a room, and determined to be an elevated risk of self harm, shall be conducted at intervals not to exceed 15 minutes. All visual inspections shall be recorded in the unit occurrence log.

#### **20.04 Procedure When Staff Leave Unit with Residents in Rooms**

s.15

#### **20.05 Visual Inspection – Confinement**

When a youth is confined for security and control reasons, (whether involuntary, or at the youth's request), a visual inspection of the youth shall be conducted at intervals not to exceed 15 minutes or more often as required.

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All visual inspections shall be recorded in the unit occurrence log.



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### CUSTODY AND SECURITY

#### **20.06 Visual Inspection – Separate Confinement**

When a youth is confined for a period exceeding two hours a visual inspection shall be conducted at intervals not to exceed 15 minutes or more as required. Such inspections shall be recorded, in writing on the Observation, Movement and Review document and will include: time, name of staff, remarks and observations as well as meal deliveries and any other significant events, such as showers, recreation time, etc.

#### **20.07 Personal Safety**

s.15

#### **20.08 Night Shift Perimeter Security**

Staff on nightshift will not leave the building to investigate unusual occurrences but will advise West Shore RCMP to attend.

#### **20.09 Courtyard Security**

The courtyard must be checked for security and contraband prior to moving youth to or through this area.

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### SECURITY AND INTEGRITY CHECKS

#### 21.01 General

1. It shall be the responsibility of the s.15 to check the rooms on their unit and record check in Unit Log.
2. It shall be the responsibility of the to check the common areas in their unit.
3. It shall be the responsibility of the to check the admissions area.
4. It shall be the responsibility of the to check program areas, the perimeter of the facility and other areas not covered by unit staff.
5. All checks listed in 1 - 4 above will be recorded on the appropriate forms and submitted to the person in charge each night.

#### 21.02 Responsibility

All staff are to be continually assessing all areas and aspects of the facility. Any deficiencies are to be reported to the Senior Youth Supervisor. The Senior Youth Supervisor will ensure the Director of Operations is informed of any concerns.

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### INTRUDER PROCEDURE

#### 22.01 General

Access to the property of the Custody Centre is restricted to authorized persons, pursuant to the Corrections Act. Persons with no legitimate business on Custody Centre property may be prosecuted under the Act.

#### 22.02 Custody Centre Boundaries

Centre property is defined on the North by Craigflower Creek, on the South by the Trans Canada Highway, on the East by Talcott Road, and on the West by a line running between the highway and Craigflower Creek approximately parallel to and 12 metres from the West deterrent fence.

Other than Peace Officers and authorized trades or delivery persons, no one will approach the secure perimeter except through the parking lot and main entrance.

#### 22.03 Deterrent Fence

A deterrent or “honour” fence is located on the North, West & South of the property, between the property boundaries and the secure perimeter of the Centre. Any unauthorized person approaching this fence is trespassing on Custody Centre property, and is considered a threat to the security of the Centre.

#### 22.04 Procedure – Daylight Hours

If Operational Support, or other staff, encounter persons approaching the deterrent fence, they will advise Control, and inform the trespasser that they are on Custody Centre property and must leave immediately. Staff should note the description of the trespassers, but should not s.15

If they do not comply immediately, Control will request attendance by West Shore RCMP.

If the trespassers are first observed by the Control Officer, the officer may either

1. Notify the Senior Youth Supervisor, who will attend or dispatch staff to give instructions to the trespassers or
2. Phone West Shore RCMP.

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### **INTRUDER PROCEDURE**

#### **22.05 Procedure – Hours of Darkness**

s.15

#### **22.06 Attempted Breach of Secure Perimeter**

If an intruder climbs the deterrent fence and enters the space between that fence and the secure perimeter, or begins to scale a wall or fence which constitutes the secure perimeter, Control will:

s.15

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### ROOM SECURITY

#### **23.01 Room Contents**

Smoking materials, lighters or matches are considered contraband.

Any contraband found by staff shall be dealt with as per page 9 of this section.

#### **23.02 Room Checks**

Room checks shall be conducted on a regular and random basis by each Senior Youth Supervisor.

Checks shall be conducted as required but not less than s.15 All checks will be logged in the Room Check Logbook located in each unit's staff office.

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### **RADIO PROCEDURES**

#### **24.01 Definition**

For the purpose of this instruction, "radios" shall include portable, mobile and base communication equipment.

#### **24.02 Department of Communications**

Both the Department of Communications (Canada) and the Ministry have rules governing what may be transmitted by radio. Failure to observe these rules may result in disciplinary action being taken against the person breaking them.

The Department of Communications has four main rules that must be observed:

1. Staff members will not deliberately interfere with another station;
2. Staff members will not transmit superfluous signals. Unless the transmission is concerned with official business, it is superfluous;
3. Staff members will not use profane language over the air;
4. Staff members will not divulge or use information overheard on the radio, other than from a public broadcast.

#### **24.03 Ministry Rules**

The Ministry prohibits unnecessary discussion over the radio. The following should not be discussed:

1. The private affairs of anyone;
2. Remarks concerning opinions of any staff member or youth;
3. Remarks detrimental to any individual or establishment;
4. Remarks which would bring discredit to the Ministry and/or Youth Custody Centre.

If there is any doubt about whether a message should be sent by radio or not, the Senior Youth Supervisor should be consulted.

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### RADIO PROCEDURES

#### **24.04 Operating Procedures**

The efficient use of radio equipment depends greatly on the method of speaking and articulation of the operator. As the distinctive sounds of consonants are likely to become blurred in the transmission of speech and as words of similar length containing the same vowels may sound alike, special care is necessary in the pronunciation of them all.

Speak all words plainly and end each word clearly so as to prevent the running together of consecutive words. Avoid any tendency to shout, to accentuate syllables artificially, or to talk too rapidly.

The following points should be kept in mind when using the radio:

1. Speed - Keep the speaking rate constant. Avoid speaking too fast or too slow.
2. Pitch - Remember that high pitched voices transmit better than low pitched voices.
3. Rhythm - Preserve the rhythm of ordinary conversation. In separating words so that they are not run together, avoid the introduction of sounds that do not belong, such as "er" and "um."
4. Microphone - Hold the microphone four inches from the mouth. Do not shout. Speak into the front of the microphone in a normal tone.

Any written message should be read before beginning to transmit in order to eliminate unnecessary delays in communication.

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### EMERGENCY RESPONSE CODES

#### **25.01 Emergency Response**

Three specific codes will be used at the Victoria Youth Custody Services to identify the appropriate response to an incident. These codes are as follows:

**CODE RED**: Immediate assistance required due to imminent serious situation which poses a danger to a staff member, youth, or other person. Staff are to initiate a complete lockdown in preparation for a full scale staff deployment. All available staff will respond immediately.

Code **RED** would be used in the following circumstances:

s.15

Response to a Code **RED** is as follows:

1. Control Officer will monitor area via camera;
2. Senior Youth Supervisor will attend area immediately;
3. The Control Officer should alert appropriate personnel in the administration area that there is an emergency situation;
4. Staff supervising youth should do a formal count and prioritize security measures (i.e. secure youth in their rooms, and inform Control) and attend incident.
5. Senior Youth Supervisor will ensure proper reports/documentation is completed, all evidence is secured and follow up as necessary.



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### EMERGENCY RESPONSE CODES

**CODE BLUE:** All serious medical emergencies which would require immediate medical attention Available  
staff are to provide nursing staff or first-Aid attendant with assistance in relation to medical s.15  
equipment (e.g. Oxygen tanks). The Senior Youth Supervisor shall assign a staff member to retrieve  
and attend with the large First-Aid Kit from Control.

**CODE YELLOW:** Immediate staff assistance required in relation to Centre security including  
security breaches and escalating incidents.

Code Yellow would be used in the following circumstances:

s.15

Response to a Code **Yellow** is as follows:  
All available staff will respond immediately.

#### **25.02 Amending Codes:**

At any time during an emergent situation a significant change in circumstances may be reflected in an amendment or upgrade of a code to indicate the need for medical assistance or additional staff response.

#### **25.03 Standing Down:**

Once the emergent situation has been addressed, the Senior Youth Supervisor will stand down the code using the two-way radio system to prevent the unnecessary deployment of additional staff members, and allow the resumption of normal operations within the Centre.

#### **25.04 Reports**

Written reports shall be completed by all staff involved in a critical incident immediately following the termination of that incident.

#### **25.05 Debriefing**

A debriefing session will be arranged for the staff involved in the incident immediately following the termination of that incident.

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### PERSONAL ALARMS

#### 26.01 General

Personal Alarms are signed out in Control by staff. They represent a “backup system” for Custody staff who carry radios, and a

s.15

These are intended for emergency situations where

Custody staff are required immediately.

#### 26.02 Procedure

All Youth Supervisors, program providers, or other employees working alone with one or more youth are

s.15

and, if possible, a radio at all times.

#### 26.03 Activation

s.15

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### SHIFT CHANGE BRIEFING

#### **27.01 General**

##### Shift Changes

s.15

8 hour staff go directly to posts, 12 hour staff muster in Admin.

On coming staff attend shift change in supervisor's office.

On coming staff attend shift change in supervisor's office.

#### **27.02 Procedure for Muster**

Staff will be there in the Staff Room in preparation of the briefing. The Senior Youth Supervisor will provide information to be reviewed. Including:

1. Incident Reports; and
2. New admissions information/high risk information.

All relevant material will be passed from the Senior Youth Supervisor to oncoming staff. This should include:

1. Any breaches or potential breaches of security;
2. Incident reports including informational incident reports;
3. Other information as it relates to contraband, suicide, escape risks, searches and separate confinement orders and;
4. Any other information relevant to performing their duties.

#### **27.03 Responsibility**

It is the responsibility of the Senior Youth Supervisor or designate to provide information. It is the responsibility of those receiving the information to absorb it and or to ask questions of clarification.

#### **27.04 Living Unit or Post Shift Exchange**

With or without a muster, staff who arrive in a unit or post will conduct a shift exchange with the staff they are relieving. This will include a review of the behaviour of each youth under supervision, any alerts respecting that youth and any health, safety or security issues in the unit or post s.15

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### DOUBLE BUNKING

#### **28.01 Principle**

In order to ensure young persons in custody (remanded and sentenced) are provided a normal environment, privacy, and to reduce the potential incidents of assaultive behavior, all youth shall be assigned to an individual room for sleeping purposes whenever possible. There may, however, be circumstances which prevent the assignment of one youth to one room. These can include:

1. The number of youth within the Centre may exceed the number of individual rooms available;
2. The number and profile of youth within the Centre, although less than the total number of individual rooms, may require assignment of more than one youth to a room; and
3. In certain cases, the safety and well-being of a young person may be best achieved by sharing an individual room with another youth.

When individual rooms cannot be assigned, the following factors (in no particular order or priority) will be taken into consideration in an effort to minimize risk to youth and Centre staff:

s.15

Room Alone status (exceptions **only** with the approval of the Director) shall be afforded youth who:

s.15

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### **DOUBLE BUNKING**

#### **28.02 Responsibility**

The Admitting Officer shall review the youth's institutional file and VISEN for any alerts, charges or past history which may be relevant for individual room consideration. This information shall be forwarded to the Senior Youth Supervisor who will determine if an individual room is required as in **30.01** above. Any issues or concerns shall be recorded on the youth's Progress Log, Classification Report, and Cornet.

#### **28.03 Consultation**

In situations where information regarding past history of a youth is unclear or clarification is required regarding the appropriate placement of a youth, the Director of Operations shall be consulted. The Director or designate will be contacted outside regular working hours. This should occur rarely, however, and in most cases the Senior Youth Supervisor will assign rooms to youth with decisions being reviewed continuously by the Director of Operations in consultation with a Centre Probation Officer.

#### **28.04 Medical**

The Nurse shall meet with all youth within 24 hours of admission to determine medical status. Any current or potential medical and/or psychological/psychiatric concerns shall be communicated to the Senior Youth Supervisor and recorded in the youths Progress Log, Classification Report and Cornet. Infectious youth shall not be double bunked.

#### **28.05 Centre Probation Officers**

A Centre Probation Officer shall review all youth files, consult with the youth's Community Probation Officer or Social Worker (if applicable), and forward any concerns to the Senior Youth Supervisor and record the information on the youth's Progress Log, Classification Report and Cornet.

#### **28.06 Secure and Open Custody Classification Committee**

The Classification Committee consisting of the Probation Officers, Case Management Coordinator, Senior Youth Supervisor, Director of Programs, Director of Operations, Head Teacher, Admissions Officer, Nurse and selected duty staff, shall meet weekly to review the status of all youth with regard to double-bunking issues. Identified concerns shall be recorded in the respective Classification Reports by a Centre Probation Officer. The Senior Youth Supervisor shall make any changes on a youths status regarding alerts, directly after the meeting, (or as soon as practical), on the Unit list.

Case Management staff and/or Records staff will record any additions or deletions on Cornet.

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### REINTEGRATION LEAVE - ESCORTED

#### **29.01 General**

The Director or designate must approve any escorted daily absences or transfers from VYCS. Authorized absences may be for medical, reparative, socialization, education, training, employment, rehabilitative, or compassionate reasons. When a staff member is required to escort a youth from the centre they must:

1. Have and carry an "Authorization for Reintegration Leave" form authorized by the Director or designate;
2. Ensure the youth wears mechanical restraints (handcuffs) at all times, (unless otherwise stipulated by the Director or designate); and
3. Escort youth in a secure cage of an escort vehicle (unless otherwise stipulated by the Director or designate).

#### **29.02 Objective**

The objective of an escorted absence or transfer from VYCS is to ensure the safety and security of the youth, staff and community is maintained at all times. The escorting officer(s) must take any and all reasonable steps to ensure these objectives are met.

#### **29.03 Pre-Trip Planning**

Prior to each escort the escorting officer shall:

1. Obtain an Authorization for Reintegration Leave Form or Transfer document;
2. Check for information regarding classification, security risks, alerts or other concerns;
3. Check with the Senior Youth Supervisor for any behavioural or other concerns;
4. Review reasons for escort;
5. Find out destination and review maps for route and, if necessary parking;
6. Obtain funds for parking, ferry card etc.;
7. Pick up required documents, i.e. file, injury report, Deputy Sheriff Form etc.;
8. If a Reintegration Leave, have the youth sign the form;
9. Pick up the equipment required, (cell phone, handcuffs etc.)
10. Prepare the vehicle, (move to closest escorting exit, check for contraband, security, serviceability, check fuel level).

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### REINTEGRATION LEAVE - ESCORTED

#### 29.04 Preparation of Youth

Prepare the youth for escort by:

1. Locate the youth;
2. Confirm identity;
3. Inform the youth of escort, destination and reason;
4. Provide appropriate clothing based on weather conditions, destination or length of trip;
5. Record a list of the youths clothing on Reintegration Leave form to remain in control or admissions;
6. Search the youth for contraband;
7. Let the youth use a washroom and inform youth they will not be permitted to use a washroom during escort, (if escort is a transfer and/or handcuffs are used).
8. Handcuff youth, (if required) and s.15
9. If more than one youth is being escorted, ensure room alone status is maintained.

#### 29.05 Procedures

The duty of the escorting officer(s) is to strictly adhere to the itinerary outlined in the Reintegration Leave or Transfer document. Any deviation from this must be either necessary due to an unforeseen circumstance or emergency requiring a change in plans, or approved by the Director or designate. If this occurs the Escorting Officer must immediately contact the Senior Youth Supervisor to inform of, and receive approval any changes of plans.

#### 29.06 Regular Contact with the Centre

During all escorted absences from the centre, the Escorting Officer must contact the Centre to provide status updates at intervals not to exceed s.15 (unless longer intervals have been pre approved). Contact with the Centre shall also be made at scheduled destination points and departure times. If you are required to escort a youth to the hospital, contact via cell phones will become interrupted as they are not permitted to be used. In this case, you must establish a secondary means of contact with the Centre. This can be accomplished by means of a pay phone, room or unit number where you can be reached.

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### REINTEGRATION LEAVE - ESCORTED

#### **29.07 Handcuffs**

During escorts where handcuffs are required, the restraints must remain on at all times.

#### **29.08 Use of Washrooms**

Before any escort, a youth must be informed of the duration of an escort and the requirement to use the washroom before the departure as they will not be permitted to use one during the trip.

s.15

#### **29.09 Reintegration Leaves – Open Custody**

Please refer to the Creekside Standing Orders Sections F-1 and G-1.



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### CONFINEMENT / SEPARATE CONFINEMENT

#### **30.01 Intent**

The Youth Custody Programs Manual of Operations, Section D, 10.01 – 10.10, allows the Director or designate to impose the following internal management consequences where a youth persistently or flagrantly interferes with the proper management, good order, discipline, or security of the youth custody centre:

#### **30.02 Confinement**

Confinement is when a youth is required to be in his/her room, locked, or unlocked as a consequence for misbehaviour or breach of centre rules. Any time a youth is confined as above a record must be made in the Unit log and signed off by the Senior Youth Supervisor. The entry should include the residents' name, length of confinement and what the infraction was. A similar entry must be made in the residents' progress log as well. Confinement will be used for a maximum of two hours.

#### Confinement Exceptions

Youth may be confined in a locked or unlocked room in the following circumstances:

- maximum one-half hour on each occasion for operational purposes, i.e. shift change, staff meal breaks.
- where the youth is unable or unwilling to participate in a program or activity.
- when, as a result of an emergency or critical incident, confinement is necessary for the safety of the youth, other persons, or the security of the centre.

#### **30.03 Separate Confinement**

1. Separate confinement is when a youth is confined to their room, Quiet Room or Operational Confinement, as a consequence for inappropriate behaviour or for the safety of the youth and/or others for a period **exceeding two hours**.

(Please refer further to the Youth Custody Programs Manual, Section D 12.02, Legal Authority, Separate Confinement)

Youth may not be separately confined for a period exceeding 72 hours for one infraction. Any additional orders imposed while a youth is separately confined, must run concurrently so that the length of lockdown from the most recent confinement order does not exceed 72 hours. Exceptions to this must be approved the Executive Director, Youth Custody Services.

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### CONFINEMENT / SEPARATE CONFINEMENT

#### **30.03 Separate Confinement – cont.**

2. All Separate Confinement orders must be authorized by the Senior Youth Supervisor, and accompanied by an Incident Report, Separate Confinement Order Reintegration Plan and noted and signed off by the Senior Youth Supervisor in the Unit log. Youth serving a Separate Confinement order must be visually checked every 15 minutes with the checks recorded noting the behaviour of the youth, the time of the check and the name of the staff member conducting the visual check.
3. Separate Confinement Orders exceeding four hours, must be reviewed by the Senior Youth Supervisor every four hours from the start of confinement to the eventual expiration of the confinement order.
4. A youth serving a Separate Confinement order must be assessed by a health care professional within the first twelve hours of confinement and once every twenty-four hours after that until expiration of the Separate Confinement order.

#### **30.04 Policy Criteria**

1. There are two Quiet Rooms located at VYCS. One between VYCS Open Units 1 and 2 and one between the secure Units 3 and 4.
2. The designated Quiet Rooms are generally to be used for the open custody and clinical youth. Residents in Unit 3, who require separate confinement, should be taken to the Operational Confinement rooms, located in the Operations building.
3. The separation of a youth from the group for confinement/separate confinement purposes may be used if:
  - a) An officer provides an Incident Report of the alleged incidents to the officer in charge; and
  - b) The person in charge is satisfied that confinement/separate confinement is urgently required to preserve the proper management, good order, discipline or security of the program.

#### **30.05 Program Criteria**

1. A Senior Youth Supervisor must authorize the placement of any youth in a Quiet Room or Operational Confinement.
2. Where a youth is placed in Quiet Room, an Incident Report will be forwarded to the Director of Operations.
3. Quiet Room for Creekside Open Unit (Unit 1 & 2) shall only be used for the following reasons:
  - a) A youth has committed a serious breach of the rules of conduct and will be recommended for transfer to secure custody;

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### CONFINEMENT / SEPARATE CONFINEMENT – cont.

- b) A youth has been given consequences of confinement to their own living Unit when they choose to either, not remain in their room, or to not be respectful of property and others while serving such consequences; and
  - c) Confinement to a youth's room should be attempted before use of Quiet Room or Operational Confinement.
4. The Quiet Room in the Clinical Living Unit, (Unit 4) shall only be used for the following reasons:
- a) There has been a recommendation by a Nurse or qualified medical practitioner for quiet time;
- and/or
- b) The use of Operational Confinement in the Operations building is deemed to be excessive, but the youth is disruptive and needs to be isolated from other residents for a short period of time.

#### 30.06 Process

1. The Senior Youth Supervisor will authorize every instance where a youth is to be placed in Separate Confinement. Unit staff will notify control when the Quiet Room or Operational Confinement rooms are in use.
2. While serving a Separate Confinement order, the youth shall be visually inspected by a staff member at least every 15 minutes. s.15  
and shall be recorded and signed by the staff member, including the apparent condition of the youth and the time of inspection.
3. Time out cameras in staff stations and main control shall be used for diligent supervision of residents in the Quiet Room or Operational Confinement but will not replace the in-person 15 minute checks of the resident.
4. The Senior Youth Supervisor shall review the continued need for use of Separate Confinement every 4 hours until the order is terminated. If a resident is housed overnight, the 4 hour review will state resident sleeping, unless otherwise engaged.
5. Each time a resident enters a Quiet Room or Operational Confinement, they will be frisk searched and have their shoes removed. A mattress and pillow may be placed in the Quiet Room at the discretion of the Senior Youth Supervisor. If a resident is in a Operational Confinement room overnight, regular bedding will be supplied.
6. Two staff will be present, wherever practical, prior to the Quiet Room or Operational Confinement room being unlocked except in case of emergency (i.e., fire, suicide attempt, etc.).
7. Meals will be the same issued to other residents of the centre and will be served at designated meal times. Meals will be served on Styrofoam. The only utensil provided will be a "spork."

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### CONFINEMENT / SEPARATE CONFINEMENT – cont.

#### 30.07 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. Local procedures will clearly identify communication and documentation requirements. 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:

- a) Placement of young person in a room that provides for continuous visual observation which may utilize an electronic video monitoring device.
- b) In person visual inspections at enhanced intervals.
- c) Direct face to face supervision provided through placement of staff to provide for clear line of sight supervision.
- d) 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, displays of agitation, aggression or violence.

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

- a) **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 VYCS, the youth supervisor will document all visual inspections in the observation form.
- b) **Assessment and Initial Authorization** is conducted by the Senior Youth Supervisor or PIC 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.
- c) **Reauthorization** is conducted by the Executive Director, Director, Deputy Director at the designated review points identified in policy which require an additional level of assessment, approval and administrative review.

## VICTORIA YOUTH CUSTODY SERVICES

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#### **CONFINEMENT / SEPARATE CONFINEMENT – cont.**

##### **The role of the control officer is as follows:**

**Monitoring and Documentation** - Upon receiving a direction from the person in charge to put a young person currently in a state of agitation/crisis/risk on camera monitoring, the control officer shall ensure a dedicated monitor is immediately deployed and shall visually monitor and immediately report any safety concerns to the person in charge.

Continuous Monitoring is considered one of the priority tasks in Control and will be maintained until de-notified by the supervisor/PIC. Any non-priority tasks such as viewing email should be delayed while Continuous Monitoring is required.

The control officer shall document in the control log book the direction to monitor, behavioural observations, any reportable safety concerns, and the direction from supervisor/PIC to stand down video monitoring.

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### **RE: OSH INCIDENT REPORT PROCEDURES**

#### **31.01 General**

There is a requirement to report certain incidents to the Ministry Strategic Human Resources office using form CF0563 available from the Ministry templates.

#### **31.02 Purpose**

The purpose of this reporting (in addition to any other requirements related to injuries of workers or reporting of incidents as per youth justice policy and procedures) is to ensure the Ministry is immediately notified of the occurrence of any incident that resulted in or could have caused serious injury or death to a worker or was an incident required by the regulations to be reported (i.e. incidents of violence in the workplace).

#### **31.03 Incident Reporting**

The incidents that should be reported are those that involve a physical assault or threat to a worker or those that caused or could have caused death or serious injury to a worker. In youth custody centres, threats to workers should be reported where the threat is considered to be real in the perception of the worker (i.e. it is not necessary to report all incidents of threats made by youth.)

In addition, it is not necessary to use this form in all instances of injuries to workers.

Physical assaults that likely will include injuries to workers must be reported as well as incidents that cause or could cause serious injury or death to a worker.

#### **31.04 Reporting Procedure**

1. The incident shall be reported to the Director, Operations who will investigate the incident, compile pertinent information and forward the CF0653 Incident Report form to MCF OSH.
2. A copy of any CF0653 Incident Reports will be forwarded to the Executive Director, Youth Custody and a copy retained at VYCS.

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**DISCIPLINE AND CONTROL**

**PAGE**

Uncontrollable / Disruptive Behaviour

1

Operational Confinement

2

Investigation of Employee Conduct

3

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### UNCONTROLLABLE / DISRUPTIVE BEHAVIOUR

#### **1.01 General**

Where a youth is disruptive toward other youth and or staff and or interferes with the good order, management, discipline and control of the centre, they may be confined in their own room.

#### **1.02 Responsibility**

1. The Senior Youth Supervisor must authorize the use of confinement as a means of controlling disruptive behaviour.
2. The Senior Youth Supervisor will ensure that any article in the room which may be considered a danger to the youth or others is removed until behaviour change warrants re-issue.

#### **1.03 Visual Checks**

Youth in an agitated state who are locked in their room should be checked as often as the situation warrants but at a minimum of every 15 minutes.

#### **1.04 Length of Time Used**

1. A Regular Senior Youth Supervisor may authorize Separate Confinement orders in hourly increments up to a maximum of forty-eight hours. Acting Senior Youth Supervisors may approve Separate Confinement orders up to eight hours.
2. Should Separate Confinement exceed (a) above, the Director must be notified. The Director may approve, under exceptional circumstances, continuous Separate Confinement for a period not exceeding 72 hours.

#### **1.05 Incident Report**

At the discretion of the Senior Youth Supervisor, an Incident Report shall be prepared on any confinement of a youth. An Incident Report must be prepared on every Confinement order that exceeds two consecutive hours.



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### OPERATIONAL CONFINEMENT

#### **2.01 General**

The Operational Confinement Area is designed as a short-term holding area for youth who require a greater level of security, supervision and control than is normally provided.

#### **2.02 Authority**

Operational Confinement may only be used on the authority of the on call Director, or the Senior Youth Supervisor.

#### **Use of Operational Confinement:**

Operational Confinement may only be used when:

1. A youth has committed a breach of conduct; or
2. A youth possess a drug or contraband article concealed in their body.
3. A youth requires special supervision or separate confinement for medical or psychiatric reasons.

#### **2.04 Visual Checks**

The Senior Youth Supervisor will ensure youth are checked at irregular intervals not exceeding 15 minutes while in Operational Confinement. These checks are to be logged on a Separate Confinement Log to be kept on the outside of the Operational Confinement room when it is occupied. Staff should note the demeanour and appearance of the youth at the time of each check. All meals, meds, time up and other events should also be logged and initialed.

#### **2.05 Length of Time Used**

This area is intended to be used in increments of 15 minutes. Every effort should be made to limit the length of time spent by youth in this room. The Director (or designate) shall review the decision to keep a youth in Operational Confinement, **every four hours.**

#### **2.06 Incident Report**

An Incident Report is to be filed on every youth placed in Operational Confinement. A description of the behaviour precipitating use of this room, length of time spent and result should be included in the report.

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### INVESTIGATION OF EMPLOYEE CONDUCT

#### 3.01 Responsibility

##### Alleged Conduct

Assault on youth, not during restraint  
(not involving serious injury to youth)

Assault on youth, not during restraint  
(serious injury to youth)

Sexual Assault

##### Investigators or Process

Preliminary review by Director,  
Directors of Operations, Programs, Case  
Management or Senior Youth Supervisor.  
Referred to police and child protection if  
warranted as per The B.C. Handbook For Action  
On Child Abuse and Neglect.

West Shore RCMP

Preliminary review by Director, Director  
of Operations, Programs, Case Management  
or Senior Youth Supervisor. Referred to police/  
child protection if warranted as per The B.C.  
Handbook For Action On Child Abuse and  
Neglect.

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### VISITING GROUPS AND TOURS

#### **1.01 General**

Visits to the centre by organized groups and tours must be approved by one of the following senior staff; the Director or Case Management Supervisor, Director of Programs or Director of Operations.

The person organizing and conducting the tour or visit shall:

1. Limit the degree of intrusiveness and disruption to the youth, programs, and operations of the centre.
2. Respect the privacy of the youth in custody.
3. Be conducted by a designated officer who will be responsible to the Senior Youth Supervisor for route, conduct and timing of the tour; and
4. Provide advance notice of the tour.

#### **1.02 Security**

All personal belongings (purses, packs, etc.) of visitors shall be secured in the visitor lockers before the tour commences.

#### **1.03 Separate Confinement**

No tour shall be permitted in the Separate Confinement area when a youth is housed in this area.

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### PROFESSIONAL VISITS

#### 2.01 General

Professional visits shall include those of the following:

Barrister/Solicitor	Police Officers on duty
Probation Officers	Social Workers
Child Care Workers	Legal Aid Staff
Chaplains	Ombudsman or Children's Officer
Staff - Youth Services to the Court	

and all others deemed appropriate by the Director of Case Management.

#### 2.02 Hours

While it is preferable for professional visits to be confirmed ahead, professional visitors arriving without confirmation shall be provided all reasonable access to those youth whom they wish to see. Reasonable access includes any period from 0900 until 2045 weekdays and from 1400 until 2045 weekend days. Visits with youth outside of these periods would be at the discretion of the Senior Youth Supervisor.

#### 2.03 Exceptions

Professional visits may be permitted with approval of the Senior Youth Supervisor at any time as mutually agreed upon.

#### 2.04 Registration

Professional visitors shall be required to produce identification at the discretion of the Senior Youth Supervisor. The visitor's name, purpose of visit, youth visited and time in and out shall be logged by the visitor in the books provided for this purpose in the lobby.

#### 2.05 Location

Professional visits will normally be conducted in the visits area. The Senior Youth Supervisor may use discretion in accommodating professional visits in other locations considering security and requirements of staff supervision.

#### 2.06 Security

Youth returning from professional visits shall be given a "frisk search" and subsequent pass through the metal detector. A "Strip Search" will be conducted if indicated on a youth's file or if approved by the Senior Youth Supervisor when there is reasonable grounds to suspect the youth has contraband which could not be obtained by means of a "frisk search", prior to entry into the secure area of the building.

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### VISITS – PARENTS, GUARDIANS AND RELATIVES

#### 3.01 General

1. Visiting of youth by parents, guardians and others involved in their case is a designated objective of this centre and is intended to meet the youths needs for re-integration and socialization.
2. All visitors must be approved in advance by a Centre Probation Officer or Case Management Coordinator for all youth at VYCS.
3. The following persons are eligible to visit youth:
  - a) **IMMEDIATE FAMILY:** Parents, guardians and siblings under 12 years will automatically be placed on the visitor list unless otherwise stated by the Case Management staff. Siblings under the age of twelve must visit with the parent. Siblings age twelve to eighteen must be approved by the Probation Officers, Case Management or Coordinator, and visit with the parent.
  - b) **SIGNIFICANT OTHERS:** Includes, grandparents, other relatives, and adult friends, with the approval of a Centre Probation Officer or Case Management Coordinator. Visitors younger than nineteen years of age must have parental approval, and they must be accompanied by an approved adult visitor.
4. Most requests for visits will be approved in a timely fashion; however all will be processed within 5 working days.
5. In the event there is need for clarification regarding the legitimacy of the visit pertaining to these orders, then the community probation officer and/or community social worker will be contacted for a unified approval.

#### 3.02 Visiting Hours

1. Parents, guardians and family members need to confirm visits ahead of time. Exceptions to the posted visiting hours may be made at the discretion of a Centre Probation Officer or Case Management or Coordinator, or in their absence, the Senior Youth Supervisor.

**HOURS: Fridays: 16:00 to 16:45**

**Saturday and Sundays: 14:30 to 15:30 and 15:45 to 16:45**

2. When circumstances make it impossible to visit during scheduled visiting times (i.e. out of town, work schedules), special arrangements may be arranged by a Centre Probation Officer or Case Management Coordinator.

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### VISITS – PARENTS, GUARDIANS AND RELATIVES

#### **3.03 Number of Visitors**

Subject to the discretion of the Senior Youth Supervisor and availability of space, each youth is allowed a maximum of four visitors at any one time.

#### **3.04 Appointments**

The Visits Scheduler shall obtain the following information at the time of making the appointment:

1. Youth's name and initials.
2. Visitor's full name and relationship to the youth.
3. Visitor's telephone number.
4. Number of approved adults and children visiting.

#### **3.05 Identification**

All visitors shall produce picture identification. Failure to prove identity acceptable to Senior Youth Supervisor may result in cancellation of visit.

#### **3.06 Refusal of Visits**

1. Youth/adults on pass from other Youth Custody Centres or Adult Correctional Centres will not be permitted to visit this Centre. Exceptions must have the Director's prior approval.
2. Ex-residents and individuals recently before the courts charged with an offence shall not be permitted to visit this Centre. Exceptions may be made for family members with such history with the Director's prior approval.
3. The Senior Youth Supervisor may refuse any visitor admission to the Centre if there appears to be just cause, for example:
  - a) Under the influence of drugs or alcohol.
  - b) Abusive or threatening conduct.
  - c) Threat to the good order, management, discipline and security of the Centre.
4. When there exists a difficulty in removing a visitor from the Centre, the Senior Youth Supervisor may request assistance from West Shore RCMP.

#### **3.07 Appeal of Refusal**

Visitors wishing to appeal a decision to terminate or deny a visit may do so in writing by either:

1. Requesting the Director to reconsider the decision, or;
2. Contact the Executive Director, Youth Custody.

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### VISITS – PARENTS, GUARDIANS AND RELATIVES

#### **3.08 Items Brought in by Visitors**

Personal articles brought into the Centre will be limited to appropriate magazines and stationary supplies. Running shoes may also be accepted provided they meet our criteria, such as no metal and no boot style runners, and shall be documented on the resident clothing form in admissions. All items brought into the centre shall be searched by the operational support officer prior to entry into the secure envelope of the centre. It should be noted that items not intended for use of a youth while in custody shall not be accepted unless exceptional circumstances for doing so, and approval has been granted by a Supervisor.

#### **3.09 Cigarettes**

As this is a non-smoking facility, cigarettes are considered contraband and will not be accepted on behalf of the youth.

#### **3.10 Food**

No food shall be brought in for youth. (Exceptions i.e. Christmas, birthdays must be approved in advance by a Centre Probation Officer or Case Management Coordinator.)

#### **3.11 Frisking**

All youth will be “frisk searched” and passed through the metal detector following completion of the visit and returned to the secure area. Where there are reasonable and probable grounds to suspect contraband, then the youth will be “strip searched.”

#### **3.12 Incident Reports**

Whenever it becomes necessary to terminate a visit, or to deny entry, the Senior Youth Supervisor will report the reasons, in writing, to the Director on an Incident Report.



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### **SPECIAL VISITS – YOUTH**

#### **4.01 General**

The following may be permitted access to youth, staff and any part of the building and grounds upon written request to the Director:

1. Executive Director, Youth Custody or the Assistant Deputy Minister;
2. A member of Parliament of Canada;
3. A member of the Legislative Assembly of the Province;
4. A Justice or Peace Officer on duty;
5. Designated authority responsible for inspections;
6. Ombudsman or
7. Children's Officer.

#### **4.02 Friends of Residents**

Senior Youth Supervisors receiving unusual requests or requests from alleged friends are to refer these calls to a Centre Probation Officer or Case Management Coordinator.

#### **4.03 Significant Others**

1. Physical contact between significant others must be kept to a minimum during visits. To facilitate this and to prevent temptation, visits of this nature should generally occur in the open lobby area not in the interview rooms. Exceptions may be approved by the Senior Youth Supervisor as circumstances require (i.e. personal family issues).
2. It is acceptable for visitors to hug each other at the start and/or conclusion of a visit. However, the following will not be permitted during a visit:
  - a) Kissing;
  - b) Sitting on each other's laps;
  - c) Hugging;
  - d) Fondling, or any other sexual contact.
3. In the event that questionable conduct is occurring during a visit, the Visits Officer may request that visitors either:
  - a) Sit apart or on separate chairs;
  - b) Move to full view of the desk person; or
  - c) Terminate the visit.

Any problems occurring during a visit should be documented on an Incident Report.

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### **POLICE VISITS**

#### **5.01 General**

Every effort shall be made not to impede the police in the carrying out of investigations surrounding youth of VYCS. However, VYCS staff shall also ensure that youth are informed of their rights granted under the law.

#### **5.02 Police Interviews**

1. Where a youth is suspect in an offence, interviews shall be arranged in advance, by contacting a Centre Probation Officer (or Senior Youth Supervisor after hours) with the youth being informed of the visit and of the right to have a parent, guardian, relative or counsel present during an interview. If the youth wishes, the interview may be delayed until such time as the parent or other adult selected by the youth are afforded a reasonable opportunity to attend. (This is not required when the youth is a victim or witness).
2. Custody staff shall not act as an adult advisor to the youth in such circumstances.

#### **5.03 Release to Police Investigation Absences:**

1. At times, investigating police agencies may be required to remove a youth from custody for the purposes of identification of property, locations, or persons.
2. Youth who have not yet appeared before the court (precourt detention) are still prisoners of the police and shall be released to the police at their request.
3. A youth who is in custody for Remand and/or Sentenced may be released on a leave escorted by the Police only if:
  - a) The police have called a minimum of 24 hours in advance to state their intentions;
  - b) The youth is advised of the purpose; and
  - c) The youth's parents (where possible) are informed and the parents, or
  - d) Other adult selected by the youth, and/or counsel are afforded the opportunity to attend; and
  - e) The Director or designate is satisfied the removal of the youth is necessary.
4. The police authorities shall ensure that the youth remains in continuous custody and is returned at a scheduled time.

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### POLICE VISITS

#### **5.04 Release to Police**

Pursuant to Section 113 (1) Youth Criminal Justice Act, the Identification of Criminals Act applies to young persons.

#### **5.05 Finger Printing**

Police shall be allowed to fingerprint those youth 12 years of age and over who have been charged or convicted of an indictable or hybrid offence. A youth may also be voluntarily fingerprinted for a summary conviction offence. Procedures outlined in **5.02** and **5.03** of this section will be adhered to.

#### **5.06 Onsite/Offsite Fingerprinting**

While preferable that fingerprinting be done on site, the director or designate shall authorize a leave escorted by the Police if this is not practicable.

#### **5.07 Notification**

When possible, the youth's parents and/or counsel should be informed.

#### **5.08 Seizing Property**

When police wish to take possession or search a youth's personal property in respect of their investigation, a search warrant shall be requested to cover such a search or seizure. Staff shall have the police sign for all property seized on the personal effects form. A receipt indicating the articles have been received by the police should also be made.

#### **5.09 Police Weapons**

Any police officer or deputy sheriff entering the facility shall store their weapon in the secure gun box

s.15

#### **DNA Evidence**

As laid out in West Shore RCMP and VYCS Protocol.  
(See Appendix AA, – Critical Incident Response Manual)

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### **MEDIA ACCESS TO THE FACILITY / CONTACT WITH YOUTH**

#### **6.01 General**

All media requests will be forwarded to the Director.

The Director will contact the Executive Director, Youth Custody and describe the purpose of the media event. As instructed, the Director may contact the Public Affairs Bureau for authorization.

#### **6.02 Access to Facility**

The following criteria will apply:

1. If the media requests to interview a youth, the Director of Case Management will obtain written consent from the youth and at least oral consent from the parent;
2. Prior to or at the time of access to the facility, all media representatives must provide adequate identification;
3. The access must not compromise health, safety or security requirements or unduly interfere with the operations and programs of the centre; and
4. Youth must not be identified by way of visual or audio means (i.e. faces of youth or other potentially identifying characteristics cannot be shown or identified).

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### PROGRAM SERVICES - GENERAL

#### 1.01 General

The mandate, Program definition and general philosophy of youth custody programs are articulated in Section I, YOUTH CUSTODY PROGRAMS Manual of Operations. Staff will read and be conversant with appropriate pages in this section.

#### 1.02 Authority

Any matter arising from the operation of any program within this centre which can be construed as a security and/or safety issue is the sole responsibility of the Ministry of Children and Family Development. The decision of appropriate Ministry of Children & Family Development representatives will be final.

#### 1.03 Eligibility

Program staff in conjunction with the Director of Programs shall be responsible for determining entry criteria to their respective programs.

#### 1.04 Suspension from Programs

1. Any misuse, vandalism or unauthorized removal of any contents from a program area may result in a from any and/or all program areas.
2. Repeated incidents of a serious nature may result in permanent suspension from any and/or all program areas.
3. Damage caused to any program area or contents therein shall be assessed to the offending youth in the form of a monetary fine.
4. Suspensions, fines, etc. shall be determined by a Director.

#### 1.05 Program Scheduling

Youths newly admitted to the Custody Centre will normally spend a minimum of two program days on level 1 programming, (line staff only programs). This period of time is necessary to complete an assessment of the youth's mental and physical state so that a determination of any risks associated with program attendance can be made. At the conclusion of these two days, the Director of Programs will, in consultation with Case Management assess the youths suitability for referral to the School Program. Suitability will be based on the Protocol Agreement between the Ministries of Education and Children and Family Development.

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### EDUCATIONAL PROGRAMS - SCHOOL

#### **2.01 General**

Every youth shall have the opportunity to participate in an educational program approved by the Ministry of Education. Policy concerning the Educational Program will be determined jointly between Ministry of Education and Ministry of Children & Family Development. Any changes to policy will be discussed with educational staff and Director of Programs prior to implementation.

Youth who are sentenced to secure custody will be required to attend school unless they are 18 years old; then school will be optional.

#### **2.02 Progress Reports**

The school will issue monthly report cards for each youth. These will be forwarded to Case Management. Interim Reports may be requested and the schoolteachers will provide a verbal update.

#### **2.03 Hours of Operation**

The hours of operation of the school program will be as per the program schedule.

#### **2.04 Release of Youth**

It is the responsibility of the school to liaise with the community-based school program the youth will be attending following their release.

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### RECREATIONAL PROGRAMS

#### **3.01 General**

The purpose of the recreation program is to provide youth an opportunity to experience athletic challenges, to develop skills, both athletic and social. Recreation shall include active as well as quiet activities.

#### **3.02 Sports Equipment**

Basketball, volleyball, tennis, baseball, badminton, soccer and floor hockey equipment is available for use in courtyard or gym activities.

#### **3.03 Use of Courtyard**

The courtyard and sports equipment may be used during designated gym and free times at the discretion of the Senior Youth Supervisor. Combining of units for recreational activities in the courtyard must be pre-approved by the Senior Youth Supervisor.

#### **3.04 Use of Gym**

The gymnasium is available for use by staff and youth. The equipment in the gym is intended for use in the gym and therefore should not be removed.

#### **3.05 Leisure Time Games**

1. A supply of board games, playing cards, video games, etc. shall be maintained for use by the youth.
2. These materials may be used during the evening programs based on the posted evening program schedule. Any optional use will be based on line staff discretion in consultation with the Senior Youth Supervisor.

#### **3.06 Use of Leisure Time Games**

No leisure time games, which are the property of VYCS, are allowed in the youth's rooms. After use, all such games must be returned to staff for storage.



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### **VOLUNTEER PROGRAM**

#### **4.01 Statement**

VYCS will maintain a Volunteer Program in order that youth have an opportunity to become actively involved with members of the community, to increase public awareness of the Centre and to supplement existing programs or provide alternative programs.

#### **4.02 Responsibility**

Under the authority of the Director of Programs, the Co-ordinator of Volunteer Services is responsible for the overall co-ordination and implementation of the VYCS Volunteer Program.

#### **4.03 Identification**

All volunteers, approved by the Co-ordinator, shall wear assigned nametags while involved in internal programming.

#### **4.04 Waiver/Release/Indemnity**

All volunteers must sign a Waiver of Indemnity prior to working within the Centre.

#### **4.05 Security Clearance**

All volunteers must have a Criminal Record Search done prior to attending the Centre as a volunteer.

#### **4.06 Confidentiality**

All volunteers must sign a confidentiality contract prior to attending as a volunteer.

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### RELIGIOUS PROGRAMS

#### **5.01 Statement**

Under the direction of the Director of Programs, religious programs at the Centre are provided by the Chaplain, and volunteers under their supervision.

#### **5.02 Function**

As per Manual of Operations, the functions of the Religious Program shall include:

1. Facilitating and co-ordinating the involvement of clergy, individuals or groups who wish to provide counselling or religious programs within the centre.
2. Providing group meetings to encourage, stimulate and challenge thinking related to moral and spiritual values.
3. Encouraging interaction between youth and adults through planned activities.

#### **5.03 Participation**

Participation in religious programs is voluntary. Religious activities shall not be scheduled so as to be the only program option available to the young person at the time.

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### **CITIZENS ADVISORY BOARD**

#### **6.01 Purpose**

The Victoria Youth Custody Services Citizens Advisory Board is an independent committee which actively encourages and supports community involvement, awareness and participation regarding young offenders and youth custody programs. Board members advocate for young persons in custody and provide advice to improve the quality of programs and services available. Board interaction with management is consultative in nature, but Board members can also be actively involved in Centre programs as well as by helping staff and residents resolve important issues in the Centre.

The membership represents a composite of local community views and values and includes representatives from numerous organizations and sectors of the community such as, but not limited to: West Shore Community Policing Services, Eagleview School Parents Advisory Board and Vancouver Island Health Authority.

For more information regarding the Citizens Advisory Board and its role refer to: CAB Guidelines as posted on the information bulletin board.

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### CONTINUOUS QUALITY IMPROVEMENT

#### **7.01 General**

1. Continuous Quality Improvement is a process to continually assess and improve practices that affect the way in which services are provided and the actual services delivered.
2. Continuous Quality Improvement involves everyone who delivers, receives or is otherwise affected by the services provided. "Everyone has a say in how we make the service better." For those responsible for the delivery of the services, there is a responsibility to contribute to the improvement of the services.
3. Continuous Quality Improvement focuses on: the overall organization, policies, procedures and systems, not individual performance; finding solutions, not assigning blame; and an on-going process of improvement rather than a one time event.

#### **7.02 Purpose**

1. The long term mission and goals of youth custody services and short term plans and objectives to promote the mission and goals.
2. The monitoring of the services delivered in a variety of ways; conducting surveys' tracking complaints, grievances, accidents and incidents; conducting regular file reviews; reviewing data collected from a number of information systems; and reports of external inspections and reviews.
3. The measuring of identified outcomes and the satisfaction reported by those providing, receiving or otherwise affected by the services.
4. Implementing action to improve the services as suggested by individuals and through the monitoring and measurement of the services.

#### **7.03 Overview**

There are two levels of CQI Committees:

1. A Provincial Youth Custody CQI Committee with representatives from each youth custody centre;
2. Centre CQI Committees at each youth custody centre with representatives from all operating and program areas.

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### CONTINUOUS QUALITY IMPROVEMENT

#### **7.04 Process**

1. The centre CQI Committees meet as required, usually one to three times per quarter, to conduct file reviews and gather data from other CQI Committees (e.g., Health and Safety, Youth Exit Interviews etc.). The data is summarized and reported at centre CQI Committee meetings. Refer to Internal Quality Monitoring section of this document for more detailed information.
2. The centre CQI Committees meet quarterly to review summarized data gathered by the committees. These committees generate recommendations that are forwarded to management in their centre as well as to the Provincial Youth Custody CQI Committee.
3. The Provincial Youth Custody CQI Committee has monthly conference calls to support the CQI process and co-ordinate the provincial youth custody CQI work. This committee reviews recommendations of the Provincial Youth Custody CQI Committee and is responsible for responding to quality improvement recommendations and for implementing changes to improve the ability of the service to fulfill its mission.

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**VYCS OPEN CUSTODY UNIT**

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### VYCS OPEN CUSTODY UNIT – PREAMBLE

#### **1.01 Definition – Open Custody**

Consistent with the federal legislative requirement to provide two levels of custody, where the court has ordered that a young offender serve their sentence in an Open custody setting, it is the philosophy and practice of Youth Custody Programs that such youth are appropriate for a lesser degree of containment and restraint. With respect to security and safety, the key element in open custody is the greater reliance on dynamic (staff supervision) security and less reliance on static security (locks, fences, etc.). Therefore, by virtue of this sentencing determination, open custody youth shall be:

1. Housed in unlocked rooms subject to operational requirements;
2. Afforded greater unrestricted movement within their unit, and/or the custody centre buildings, and/or the grounds;
3. Allowed access to programs and services not normally available to youth in secure custody due to security and safety concerns (e.g. programs using tools and equipment, retention of additional personal effects);
4. Provided with opportunities to access community programs and activities through escorted outings and reintegration leaves;
5. Given access to greater incentives (monetary or otherwise) that promote positive behaviour; and
6. Be subject to a case management planning process that emphasises community involvement, reintegration leaves and the potential for an early release from custody.

#### **1.02 Sentence Administration**

Victoria Youth Custody Services shall serve as an admission centre for youth committed to open custody for the custodial portion of their sentence.

#### **1.03 Open Custody – Policy Criteria**

1. Generally, open custody should only be **recommended** by the field probation officer for youth:

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### VYCS OPEN CUSTODY UNIT – PREAMBLE

#### **1.03 Open Custody Policy Criteria – cont.**

2. Open custody does not provide “treatment” and is not intended as a place of care to substitute for inadequate community-based resources for supervision, but rather is a place of custody and control intended to protect society.
3. The field probation officer should consult with the Probation Officer or Case Management Supervisor regarding space availability, the youth’s suitability, and the capacity of the centre to meet the youth’s program and special needs, as applicable.

#### **1.04 Pre-Court Remand Services**

The Executive Director, Youth Custody has designated the VYCS open custody unit as a place of temporary detention based on the following criteria:

1. Overcrowding in secure or to balance the counts with appropriate remands to available space in the VYCS Open Custody unit;
2. A youth sentenced to open custody is concurrently remanded to custody on any other charges and it appears appropriate to retain the youth in the VYCS Open Custody unit; and
3. The transfer is necessary to ensure the safety of the youth or others.



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### VYCS OPEN CUSTODY UNIT - SECURITY AND CONTROL OF RESIDENTS

#### **2.01 Primary Functions**

The primary functions of security in a youth custody centre are:

1. Protect the community
2. Prevent riots or escapes
3. Where necessary, protect residents from themselves or others
4. Ensure the safety of all staff, volunteers and visitors

#### **2.02 Methods of Security**

The security methods used are dynamic and static. Static security relies on physical plant, i.e., locks, fences, cameras etc. while dynamic security focuses on human presence and the development of relationships and interaction with residents to aid youth to control their behaviors.

Dynamic security will be used wherever possible in the VYCS Open Custody Unit. The level of required security is less than that of secure custody. This may be supplemented by static security measures but should rely heavily on staff supervision and interactions. The interaction between staff and residents has several advantages including:

- Contributing to an environment which is humane and relates as closely as possible given security considerations to the community at large.
- Increasing the ability of staff to influence resident behaviors and prevent the use of more intrusive measures.
- Assisting the staff in understanding the needs of residents and contributing to effective case management.
- Enabling staff to better anticipate potential breaches of security, e.g. escapes and disturbances.

#### **2.03 Visual Inspection - Open Custody**

A visual inspection of a youth confined to a room and the area immediately surrounding each living unit, shall be conducted by staff a minimum of every ½ hour and s.15 as directed by the Senior Youth Supervisor.

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### VYCS OPEN CUSTODY UNIT - SECURITY AND CONTROL OF RESIDENTS

#### **2.04 Visual Inspection**

When a youth is confined in a locked room for security and control reasons, (whether involuntarily, or at the youth's request ), a visual inspection of the youth and the area immediately surrounding the locked room shall be conducted at intervals not to exceed 15 minutes or more often as required. s.15

#### **2.05 Counts**

##### **1. Formal Counts**

Formal counts shall be conducted at the beginning of each regular scheduled shift and at s.15

Formal counts shall also be conducted for any group movement off grounds. The counts shall be recorded in writing in the main control area and shall identify:

- a) The date and time of the count;
- b) The area or location of the count;
- c) The number of youth in the location (must match name to face); and
- d) The identity of the staff member responsible for the count

##### **2. Movement Counts**

A movement count shall be conducted prior to and immediately following all major movements, to and from program or recreational areas, as well as those on escort off site, e.g. work gangs or off site programs. Any group movement off grounds also requires a recorded formal count.

##### **3. Informal Counts**

Informal counts are constant and on going. s.15

##### **4. Count Frequency- Off Grounds Absences**

For off grounds absences such as work gangs or off-site programs, a count will be submitted to the Control Centre at the beginning of the absence, once the group has reached it's destination, when the group is leaving the destination to go to another location or return to the Centre, and s.15 while away from the Centre.

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### VYCS OPEN CUSTODY UNIT - SECURITY AND CONTROL OF RESIDENTS

#### **2.05 Counts - cont.**

The count will be recorded in the Occurrence Log and include the names of the youth, the location, the date and time and the identity of the officer submitting the count. Counts may be given by radio, or portable phone.

s.15

#### 5) Count Discrepancies

In the event there is a discrepancy between the number of youth assigned to a given area, and the number of youth accounted for, the Senior Youth Supervisor will be notified immediately and the count shall be conducted again. Where the difference is not reconciled, a formal count of all youth, on and off grounds, will be conducted and a thorough search of the grounds shall be conducted. Staff on outings are not to leave the group of residents to search for an unaccounted for youth, but must notify Control immediately. Failure to resolve the count after the above procedures will result in the implementation of procedures for escapes as provided in the Security and Control, section G-1 of the VYCS Manual of Operations.

#### **2.06 Arrest And Detention**

There may be circumstances where youth custody centre staff may be required to inform individuals of their rights on arrest or detention including:

1. The arrest and return to custody a youth who is on reintegration leave and has breached one or more conditions, or;
2. The arrest of persons who are not resident and who are believed to be committing a criminal offence in a youth custody centre or are aiding in the escape of a young offender from a youth custody centre or escort.

All open custody staff will have on their person a charter card in the event an arrest becomes necessary. All arrested youth shall be informed of their rights upon arrest.

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### VYCS OPEN CUSTODY UNIT - SECURITY AND CONTROL OF RESIDENTS

#### **2.07 Room Confinement**

A consequence for a breach of the rules of conduct is to confine a youth to a room, in most cases unlocked, for a period not to exceed eight hours. All other methods of dealing with the breach must have been exhausted prior to using confinement as a consequence and must have proven to be unacceptable or inappropriate. Every effort will be made to release the youth from room confinement at the earliest opportunity.

#### **2.08 Room Confinement Exceptions**

Exceptions to the room confinement policy permit the custodial or unit confinement of youth in rooms during waking hours for a maximum of one-half hour for operational purposes (e.g. shift change, staff meal breaks). Youth may also voluntarily request to remain in their rooms (e.g. illness, waiting for court, unable to attend program). Room confinement under these circumstances will be for as short of a period as possible.

Youth may also be locked in their rooms as a result of an emergency situation (critical incident), and when staff have to leave the unit for the safety of the youth or others or the security of the centre. In emergency situations, the confinement will be for as short of a period as necessary.

#### **2.09 Tool Control**

Tools which are restricted to one specific area shall be colour-coded and/or labeled to denote their authorized location.

s.15

Wherever practical, tools shall be stored on shadow boards for identification purposes.

1. Tools shall be issued by, and to, authorized persons only, and a record made of the transaction. Upon receipt, the care and custody of tools shall be the responsibility of the receiver.
2. Tools deemed no longer serviceable shall be withdrawn from use and held in storage until condemned and disposed of in a manner determined by the Director. Upon receipt of new tools or the disposal of condemned tools, inventory adjustments shall be made immediately.

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### **VYCS OPEN CUSTODY UNIT - SECURITY AND CONTROL OF RESIDENTS- REINTEGRATION LEAVES**

#### **3.01 Reintegration Leaves – General**

The purpose of reintegration leaves at VYCS is to provide youth sentenced to open custody the opportunity to attend programs offered by community resources and to participate in meaningful community activities. Where used selectively and appropriately so that the protection of the community and the court's intent in sentencing are not compromised, such leave can:

Facilitate the youth's reintegration into the community  
Minimize the negative effects of incarceration  
Enable the youth to make constructive use of the custody sentence.

#### **3.02 Reintegration Leave – Escorted Daily Leave**

The daily escorted leave of a youth involves the leave of a youth for all or part of the day while under the continual supervision of a Youth Supervisor for the following purposes:

1. Reparative or socialization leaves involving a group of residents in order to engage in community services, work gangs, or in constructive recreational, social or educational activities;
2. To arrange for enrolment in educational, training or vocational programs upon release;
3. To arrange for community-based rehabilitative programs or community placements upon release;
4. To engage in outpatient day treatment and
5. For compassionate reasons.

#### **3.03 Escorted Reintegration Leave – Staff Procedures**

Where an escorted reintegration leave has been planned by Centre staff and authorized by a Director, or designate, the following procedures are to be followed:

1. The decision making criteria and limitations outlined in Youth Custody Programs Manual of Operations, section R articles 6.01 – 6.04 have been considered and adhered to.
2. An application, community assessment and Authorization for Reintegration Leave are not required. However, the Group Authorization for Reintegration form must be completed. Once the leave is completed, the form will be forwarded to Records for documentation, Cornet and filing. A copy should also be forwarded to the Senior Youth Supervisor's Office. Senior Youth Supervisor or Staff should ensure appropriate security measures are in place during the leave including communications devices and continual staff supervision.

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### **VYCS OPEN CUSTODY UNIT – SECURITY AND CONTROL OF RESIDENTS- REINTEGRATION LEAVE**

#### **3.03 Escorted Reintegration Leave – Staff Procedures - cont.**

3. Staff should ensure that safety equipment, tools and supplies, including food and water, are prepared prior to the outing. The kitchen should be informed the day prior to the outing in order to allow time to prepare box lunches. For work outings, youth will wear institutional clothing. All clothing worn by each youth shall be recorded prior to leaving the Centre.
4. Exit from, and entrance to, the building will be through admissions. Escorting staff should phone admissions for clearance on departure and arrival.
5. Staff must phone Control with a formal count, prior to departure, on arrival at the destination, and at least **s.15** while away from VYCS grounds.
6. If a resident escapes, or attempts escape, staff will make every effort to intervene and cease the attempt; **s.15** If an escape should occur, the escorting staff will:
  - a) Immediately secure the area and remaining residents.
  - b) Contact VYCS Control. Identify the escaped resident, give a formal count; inform control of the exact location of the escape and the direction the youth went, if known. Give control a description of clothing and ask them to contact the Police force in the area of the escape.
  - c) Control will contact the Police and may give them the escort phone number, should the police require further information. Control will inform the Senior Youth Supervisor, who will ensure policy and procedures are adhered to as per the VYCS Manual of Operations.
  - d) The escorting officer and remaining youth are to return to the building immediately. A detailed Incident Report and YCP 4 Escape Notification will be completed by the witnessing officer (s).
  - e) The Senior Youth Supervisor will ask for a “File Reference Number” from the respective police department for each escapee and place this number on the top left-hand corner of the Escape Notification Form.
  - f) The Senior Youth Supervisor will complete the following documents:  
Report to Crown Counsel: (Complete top and bottom only – “offense information and accused information” sections.  
Report to Crown Counsel: Witness Information Sheet  
Report to Crown Counsel: Narrative Sheet
  - g) These documents are forwarded to the Probation Officer or Case Management Supervisor.

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### **VYCS OPEN CUSTODY UNIT - TRANSFERS FROM OPEN TO SECURE CUSTODY**

#### **4.01 Legal Authority**

Section 24.2 (9) YOA allows for the transfer of a Young Offender from open custody to secure custody for the following reasons:

1. The young person escapes or attempts to escape lawful custody; or
2. The transfer is, in the opinion of a VYCS Director, necessary for the safety of the young person, or the safety of others in VYCS Open Custody Units.

This section allows for a transfer up to a maximum of 15 days, at which point the young person is to be returned to the Open Custody Unit.

A formal charge is not necessary to effect such transfer, as this is an administrative transfer.

#### **4.02 Safety of Others in Open Custody**

A young person may be transferred to secure custody on these grounds if they:

s.15

#### **4.03 Safety of Young Person in Open Custody**

The transfer to secure custody may also occur to protect a youth when they are:

The subject of threats, attempts or actual harm by other youth of the Open Custody Unit;  
Acting in a manner which would result in harm or injury to him/herself; or emergency medical reasons to ensure the safety of the youth.

#### **4.04 Delegation of Authority**

Section 24.2 (9) of the YOA permits the “provincial director, or his delegate” to effect a transfer. This authority has been delegated to all directors of VYCS and in the case of emergency transfer, to the Senior Youth Supervisor in charge.

#### **4.05 Place of Transfer**

The place of transfer will be the secure facility of VYCS. In exceptional circumstances, a transfer may be effected to a different provincial facility.

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### **VYCS OPEN CUSTODY UNIT - TRANSFERS FROM OPEN TO SECURE CUSTODY**

#### **4.06 Procedure for Transfer**

Senior Youth Supervisor Responsibilities:

1. Where a Youth Supervisor is of the opinion that a youth should be transferred from open to secure custody, the Senior Youth Supervisor may file an incident report, but only after they are satisfied that all other measures and consequences have been explored which cannot satisfactorily resolve the matter. It is not necessary in the case of attempted escape to automatically request a transfer to secure custody.
2. Where a written report is filed, the Senior Youth Supervisor will review the report and determine whether the alleged incident is serious enough to warrant consideration of a transfer from open to secure custody. Once again, all alternative measures should be explored.
3. Where the youth admits the allegation and agrees with the transfer, or the Senior Youth Supervisor, on reasonable and probable grounds, determines a breach of the rules occurred, a Request for Transfer YCP3 form shall be completed and forwarded to the Director of Operations or designate.

#### **4.07 Transfer Hearing Responsibilities**

1. Where the Senior Youth Supervisor has determined that the alleged incident warrants a consideration of a transfer from open to secure custody, a transfer hearing, consisting of the Senior Youth Supervisor (Chair), Probation Officer, Case Management Coordinator, an Open Custody Youth Supervisor and the youth will convene and;
  - a) inform the youth of the allegations and recommendation for transfer,
  - b) determine whether the youth agrees or disagrees with the allegation and transfer;
  - c) Provide the youth with the opportunity to be heard, with, as applicable, an advocate;
  - d) Consider any and all other evidence including statements by the youth supervisor or other witnesses; and
  - e) Consider prior behaviour or infractions by the youth, including misconduct, escapes, or attempted escapes.

On conclusion of the Transfer Hearing the findings and recommendations will be forwarded to the Director of Operations or designate who will review all information and through consultation with all parties either confirm or deny the request for transfer to secure custody.



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### VYCS OPEN CUSTODY UNIT - TRANSFERS FROM OPEN TO SECURE CUSTODY

#### **4.08 Authority**

Where a transfer occurs and the past or present behaviour of a youth warrants, the youth may be held in separate confinement. A Director holds the final decision making authority with respect to the transfer or recommendation for use of separate confinement.

#### **4.09 Emergency Transfer**

Where a youth escapes, attempts escape, or is harmful to self or others, an immediate emergency transfer may be necessary. In such cases the following procedures are to be followed:

1. Ensure all other possible measures and or consequences have been exhausted.
2. Immediately remove the youth from the unit to the time out room or separate confinement.
3. The Senior Youth Supervisor will collect all relevant information and interview all witnesses.
4. If a transfer is deemed necessary, based on **4.01** above, the Senior Youth Supervisor will contact the on-call Director who will review the information and either confirm or deny the emergency transfer.
5. The Senior Youth Supervisor has the authority to review the transfer at any time based on behaviour or new information and can recommend a return to the VYCS Open Custody Unit prior to the formal hearing. The on-call Director shall be notified of such decision.
6. Dispositions may include:
  - a) Up to 72 hours separate confinement;
  - b) Up to 15 days in secure custody
  - c) Formal criminal charges
  - d) Youth may be transferred to another youth facility, if it is deemed that they are purposely misbehaving in order to be moved to the secure part of the centre.

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### **VYCS OPEN CUSTODY UNIT - TRANSFERS FROM OPEN TO SECURE CUSTODY**

#### **4.10 Directors Review (Appeal)**

The youth may apply for a review of the disposition to the Director of VYCS. Such a review must be completed as soon as practicable and no later than 72 hours after the original finding and consequence. The Director may stay any consequence pending review. The Director shall review all written materials, and may interview the youth, the Youth Supervisors or any other witnesses. Upon completion of the review, the Director may:

1. Reverse the findings and set aside the consequence if it probable that the youth is not guilty;
2. Set aside or mitigate the length of transfer if the Director is of the opinion that the consequence seems to be unreasonable or excessive; or
3. Dismiss the appeal.

#### **4.11 Disposition Review**

1. The youth shall be reviewed at the five and ten day stages of the disposition, by a Director to ascertain if the youth may be returned to open custody.

#### **4.12 External Charges**

1. Where a youth escapes, attempts escape, or is unlawfully at large, the Director has the discretion, in the first instance, to deal with the infraction, by means of transfer to secure custody.
2. Charges must be laid for any subsequent escape, attempted escape, or unlawfully at large infraction.

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### YVCS OPEN CUSTODY UNIT – CASE MANAGEMENT

#### 5.01 General

The following delineates the policy specifically utilized in the case management of Open Custody residents in units one and two. Other more general, but equally applicable policy will be found in Section F-1 of this Manual of Operations.

#### 5.02 Reintegration Leave

Section F-1, Page 2, of this manual outlines the authority, practice and procedures related to the administration of the reintegration leave policy at VYCS.

- 1. Violent Offenders** -Where a youth is serving a sentence for a violent offence, or has within the previous two years been convicted of a violent offence, the reintegration leave may be approved only by the Director of VYCS or designate.
- 2. Serious Violent Offenders** -Where a youth is serving a sentence for: a homicide offence; aggravated sexual assault; a judicially determined third serious violent offence; or, a youth is the subject of an unsuccessful application by Crown Counsel with respect to the imposition of an adult sentence; or, has been gated, or is currently subject to a gating application, a reintegration leave may be approved by the Director of VYCS only with the prior written approval of the Executive Director, Youth Custody.
- 3.** Residents who have been approved for leave within a designated leave category (i.e. escorted, unescorted, overnight) need not have the merit of subsequent applications within that category reviewed by the Reintegration Leave Panel. For subsequent escorted leave, the Open Custody Review Committee will determine appropriate conditions for release.
- 4. Escorted Reintegration Leave** -Leave in which the young person is under the continual supervision of a youth supervisor or probation officer, who are peace officers. Such leave does not require an application permit and may be approved by a Director of VYCS.
- 5. Unescorted (Supervised) Reintegration Leave** -Leave in which the young person is accompanied by a person other than a youth supervisor (e.g. parent/guardian, teacher, chaplain, volunteer, etc.). Such leave is considered to be unescorted and requires a completed application, full community and institutional assessment, a Director's approval, and an authorization permit.
- 6. Unescorted and Unsupervised Leave** -Unescorted and unsupervised reintegration leave, including overnight absences, will be considered only for those residents who have served the greater of thirty (30) days, or one-third, of their sentence.
- 7. Group Reintegration Leave** -Reintegration leave for groups of residents ( e.g. work crew, social event) may be authorized by utilizing a group reintegration leave permit.
- 8. Terminal Reintegration Leave** -Terminal reintegration leave shall be utilized appropriately in conjunction with release to community dates, and only after consideration of the propriety of applying for a judicial review of the open custody sentence.

**VICTORIA YOUTH CUSTODY SERVICES**

**MANUAL OF OPERATIONS**

**DATE: January 1, 2004**

**SECTION: APPENDIX**

**REVISED: April 22, 2010**

**AUTHORITY: Director**

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**APPENDIX AND FORMS**

Please refer to the Provincial Manual of Operations for the Appendix and Forms.

# Prince George Youth Custody Services

## Security Procedures Manual

**CONFIDENTIAL**

The information contained in this manual is confidential and is not to be shared or discussed with any person except a staff member of Prince George Youth Custody services

November 2011

# SECURITY PROCEDURES

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## **STRIP SEARCH PROTOCOL**

Policy on Strip Searches (formally referred to as “Skin Frisks”), and Frisk Searches (formally referred to as “Pat Frisks”), can be found in:

- Section D, subsections 4.01 to 4.13 of the **Manual of Operations, Youth Custody Programs**

### ***Necessary conditions for a lawful Skin Frisk***

1. A strip search **may only be conducted under the following circumstances:**

- upon admission, entry, or return to the centre
- for the purpose of detecting contraband
- where an officer has reasonable and probable grounds to believe the resident is in possession of contraband

**In all cases the search must be authorized by the “person in charge”, which is normally the SYS I/C or SYS A&D.**

2. A strip search **must be conducted by a staff member of the same sex** as the resident, and the staff conducting the search **must remain within the sight and hearing of a second staff member at all times.**

3. The strip search **must be conducted so as to preserve the resident’s integrity and dignity.** For example,

- the search should be conducted in a place that affords privacy
- the second officer is to be a witness of the frisking officer and should **not** have a view of the unclothed resident,
- the resident should remain unclothed only for the minimum period of time required to effect an expeditious search, and the search completed as quickly as possible
- the strip search will be visual only, and at no time will there be physical contact between the staff and resident
- prior to the search, the staff will explain to the resident how the strip search is conducted
- once the search is completed, clothing should be provided to the resident

### ***Use of Force when conducting a Strip Search***

Minimal, reasonable force may be used to affect a search where a youth refuses to co-operate with an authorized strip search. Use of Force policy applies to these situations. The SCO I/C is responsible for deciding when, where, how, and by whom force will be used to conduct a strip search, keeping in mind the goals of trying to preserve the resident’s dignity and ensuring the search is conducted safely.



## ***STRIP SEARCH PROTOCOL cont.***

### ***Internal Searches***

An internal search can only be authorized by the Director, and will only be ordered when an officer has reported that they have reasonable and probable grounds to believe that a resident has a weapon or drugs concealed in his/her body. An internal search once ordered, will only be done by a Doctor who is certified as a Peace Officer.

### ***How to conduct a strip search of a male resident***

There are four parts to a strip search: first, search the area where the person will be frisked, second, search the body of the person being frisked, third, search the area where the person was just frisked, and fourth, search the clothing of the person being frisked.

#### 1. Searching the room

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#### 2. Searching the body

- Wear protective gloves.
- Do not touch the resident, except when use of force has been authorized.
- Explain to the youth what you are about to do and that it is something required of everyone who enters the Center. Assure them you won't touch them and that the procedure will be conducted as quickly as possible. Tell them they need to listen carefully to your instructions, and to carefully follow your instructions, so that your search doesn't have to be repeated.
- Remain in control of the procedure, giving continuous instruction to the resident. Always proceed in the same way to ensure the frisk is done properly and to protect yourself against potential allegations.
- Keep your eyes on the resident at all times.

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**STRIP SEARCH PROTOCOL cont.**

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## ***How to conduct a strip search of a female resident***

### 1. Searching the room

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### 2. Searching the body

- Wear protective gloves.
- Do not touch the resident, except when use of force has been authorized.
- Explain to the youth what you are about to do, and that it is something required of everyone who enters the Center. Assure them you won't touch them and that the procedure will be conducted as quickly as possible. Tell them they need to listen carefully to your instructions, and to carefully follow your instructions, so that your search doesn't have to be repeated.
- Remain in control of the procedure, giving continuous instruction to the resident. Always proceed in the same way to ensure the frisk is done properly and to protect yourself against potential allegations.
- Keep your eyes on the resident at all times.

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**STRIP SEARCH PROTOCOL cont.**

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## **STRIP SEARCH PROTOCOL cont.**

### **Points to remember for catching and preventing contraband**

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## **FRISK SEARCH PROTOCOL**

The Frisk Search (formally referred to as a “Pat frisk”) is the most common type of frisk that you will do, often on a daily basis. The frisk search is our main way to control and discourage the movement of contraband within the centre. It is critical that a thorough and proper frisk search be completed prior to residents’:

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As with a strip search, your frisk search should follow a routine that you follow *every* time you do a frisk search. The following is the procedure for doing a thorough frisk search:

- frisk searches will be conducted by same sex staff at all times. If same sex staff is not available consult with the SYS I/C for direction.
- have a second staff present to observe your frisk. If a second staff is not available ensure you are being monitored on camera, by control. All frisks should be monitored.
- always wear protective gloves.

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## **FRISK SEARCH PROTOCOL cont.**

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### **Points to remember**

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*All residents leaving hobbies, shops, and returning from the outside including the field, garden courtyard, and outings, must be wanded with the metal detector, as well as pat frisked.*

## **SEARCHES**

### **What are you looking for**

Contraband is any item not given to a resident by staff member, or any item in a resident's possession that a staff member or the centre has not authorized. Contraband is also any item that's been altered in anyway. It can also be an item altered to perform any function other than what its intended purpose is.

There are many ways and places to hide contraband. Some of the ways include:

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**SEARCHES cont.**

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**List of places to search.**

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## **GENERAL SECURITY**

### **CONTROL**

As the name implies, the control area is the primary area for maintaining the control and security of the building. It is *very* important that the control officer maintain a constant vigil to monitor the centre's security, and report any irregularities to the SYS I/C immediately. The control officer must:

- monitor centre security cameras *constantly* to identify internal security breaches as well as outside intruders.
- continually monitor the status of *all* doors on the BSCS computer system to quickly identify when a security breach has taken place. This includes monitoring the "alarm" window and the "rooms/nurse call" screens. It is critical that the control officer detect breaches as soon as they occur.
- be the first security screen for visitors and guests. This includes verifying their identity as well as ensuring that the visitor's loose articles are placed in the storage lockers, and do not enter the secure perimeter.
- maintain an accurate s.15 will be identified as soon as possible.
- ensure that all radios and Spyder alarms are functioning properly at all times.

#### ***Door call protocol***

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## **Radio Use**

It is also important to maintain discipline and clarity when using the radios. The radios are licensed through Industry Canada, and we are required to follow the same rules as other licensed radio users. This includes no profanity or vulgar language. Make sure all your calls are brief and to the point. When possible use the telephone or request the other party contact you by telephone. This leaves the radio free for emergency transmissions. When you wish to contact someone by radio,

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Before transmitting on the radio, listen to be sure that other staff are not already talking. If you hear someone calling another staff, wait for them to answer before making your own transmission. Again it is important to make your transmissions as short, clear, and concise as possible.

## **Emergency Codes**

The Centre uses several emergency code calls depending on the level of staff response required. The codes are:

**Code Yellow –** a full mobilization of all available staff at a quick walk (or a casual jog). A “Code Yellow” triggers a non-emergency for example; s.15  
The need for using force has not (yet) arisen in a Code Yellow situation. Staff will lock down youth under their supervision ensuring all doors are secured and all residents are accounted for. Supervising staff will respond to the area of the code yellow.

**Code Red -** a *Code-Red-Youth* is now a full and quick, but safe mobilization of all available staff. A “Code Red” triggers an emergency-response where bodily harm is imminent, for example, s.15  
In a code red, there is a probability that force may be used, and more staff required. Staff will lock down youth under their supervision ensuring all doors are secure and all youth are accounted for, and respond to the location of the code.

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## ***Emergency Codes Cont.***

- Code Blue -** Medical Emergency. The SYS I/C, in conjunction with the Nurse, will assess the problem and inform Control of his/her plan before they proceed. The SCO I/C will notify Control if they require:
- i) Additional Staff
  - ii) Ambulance (call 911)
  - iii) Police Escort (call 911)

When the control officer hears a code called, they will

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## ***Spyder Personal Alarm***

The Spyder personal alarm is intended to ensure maximum possible staff protection. It emits a radio wave and infrared alarm. It should only be activated in emergency situations where staff support is required. The Spyder personal alarm transmitter is in a rectangular housing, the size of a paging device.

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## ***Alarm Response***

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## ***CORRIDOR***

The corridors are the main way in which we move residents from place to place within the building. It is important to maintain order and control of residents at all times to ensure a quiet, efficient movement of residents.

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## ***MEDICAL***

The medical area is one area which a resident carefully frisk searching residents is important.

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Diligence in monitoring and

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