



**DEPARTMENT OF JUVENILE JUSTICE
AND DELINQUENCY PREVENTION**

NUMBER: YD 8

PAGES: 7

SUBJECT: Staff Work Standards

REPLACES: YD/YC 1.8, Staff Work Standards

REVISION NUMBER/DATE: 05/19/04

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RELATED STANDARDS: ACA 3-JDS-3B-04

RELATED NCAC CITATION:

1. 28 NCAC 01A .0301, *Designated Agencies Authorized to Share Information.*
2. 28 NCAC 01A .0302, *Information Sharing Among Agencies.*

RELATED LEGISLATION:

1. Family Educational Rights and Privacy Act of 1974;
2. N.C. Gen. Stat. § 7B-3100, *Disclosure of information about juveniles;* and
3. S.L. 2007-193, *Smoking in State Government Building Prohibition.*

INDEX AS: Work Standards

PURPOSE: To establish standards and expectations for workplace behavior.

POLICY STATEMENT: A staff member's conduct impacts the effectiveness of services. Staff shall abide by all established workplace standards in order to ensure a positive, therapeutic environment for juveniles in the Department's care.

In an effort to provide the most effective treatment for juveniles, staff must maintain a professional and ethical relationship with juveniles. *REFERENCE: DJJDP 13, Code of Ethics policy.*

I. DEFINITIONS

A. Contraband: Any item in the possession of a juvenile anywhere in the facility or in a juvenile's room that is unauthorized, altered from its original state, or not issued/authorized by the detention center or youth development center.

B. Family: Spouse, parent/legal guardian, sibling(s), children, step parent(s), and in-law relationships.

C. Photographic Identification: Identification in the form of a driver's license, military, school or state-issued identification card, or reliable picture identification documents.

D. Professional Relationship: A staff member provides professional, Department-authorized services to a juvenile. Examples of these services include post-release supervision, helping a juvenile find a job, assisting with processing scholarships, providing references, counseling the juvenile, and helping the juvenile make healthy decisions.

II. PROCEDURES

A. Staff-Juvenile Interaction

1. Staff shall treat juveniles in a respectful manner at all times.
2. Staff shall not use profane, demeaning, insulting, threatening, or sexually suggestive language with any juvenile.
3. Staff shall demonstrate appropriate behavior at all times.
4. Staff shall assist juveniles with the completion of all treatment and education goals.
5. Staff shall consistently recognize, acknowledge, and reinforce appropriate behavior in juveniles.
6. Staff shall consistently enforce *Behavior Expectations (YC 3.0) and Rules and Discipline (DC 7)* in a firm and fair manner.
7. Staff shall not give any personal item(s), gift(s), or money to a juvenile or his family without the approval of the Facility Director or the Facility Director's designee.
8. Staff shall not give contraband to a juvenile or knowingly allow a juvenile to possess or distribute contraband.
9. Staff shall refuse gifts, gratuities, and personal services from a juvenile and/or his family.
10. Staff shall not recruit a juvenile in Department custody or under staff supervision, or any member of the juvenile's family, into any personally run business where profit from the juvenile and/or his/her family would result from the recruitment for a period of one (1) full year (365) days following the end of the juvenile's post-release supervision.

11. Staff shall have no physical contact with a juvenile except to provide medical assistance, or to secure the juvenile in the event that he threatens the safety and/or security of the facility, staff, himself, or other juveniles.

12. Staff shall not discuss personal affairs, including work related issues, with a juvenile under the supervision or in the physical custody of the Department. Staff shall not divulge personal information such as home phone numbers or addresses to any juvenile.

13. Only appropriate, professional, and ethical contact with juveniles is permitted. Any staff member who exhibits inappropriate, unprofessional, or unethical contact with a juvenile is subject to disciplinary action up to and including dismissal.

14. Staff shall not participate in visitation (visit a juvenile) while off-duty.

15. Staff shall report any relationship between a staff member and a juvenile that existed prior to the juvenile's admission and/or commitment immediately to the supervisor.

16. Staff shall not establish or maintain a personal relationship with any juvenile in the custody of the Department, and for a period of one (1) full year (365 days) following the end of the juvenile's post-release supervision.

17. Professional relationships with juveniles upon the juvenile's exit from the facility are encouraged to be maintained in that they further the goal of ensuring success for the juvenile as a reentry strategy. However, staff must first provide a written request to the Facility Director, or his designee, in order to maintain a professional relationship with a juvenile who is released from a secure custody facility.

a) The Facility Director, or his designee, in conjunction with the juvenile's Court Counselor should obtain prior permission from the parent or legal guardian for a staff member to maintain a professional relationship. Upon approval from the Facility Director, staff may then provide professional communications with the released juvenile. If the contact is unplanned, the professional communication must be documented and provided to the Facility Director within seven (7) calendar days of the contact.

b) Documentation must include the juvenile's name, staff member's name, the date and time of contact, the location or method (telephone/email) of contact, a brief description of the discussion/contact, and any recommendation for a follow-up contact with the juvenile. A copy of this information should be provided to the juvenile's Court Counselor, for juveniles on post release supervision.

NOTE: A useful policy in directing this contact is DJJDP 13, Ethical Conduct.

18. If a staff member identifies a juvenile as needing additional treatment or counseling, he should notify the juvenile's Service Planning Team or Child and Family Team.

19. Staff shall not photograph any juvenile in the care and custody of the Department except as directed by Department management.

B. Contact with Juvenile's Family

1. Staff shall report any relationship between a staff member and a juvenile's family that existed prior to the juvenile's admission and/or commitment immediately to the supervisor.

2. Staff shall not make or have contact with any member of a juvenile's family, unless assigned duties require such an association, or unless specifically authorized by the Facility Director. This includes any visits with the juvenile's family while off-duty.

3. A staff member shall immediately report any significant contact with a juvenile's family member that occurs outside of the professional responsibilities to his supervisor.

EXAMPLE: Insignificant – contact in a grocery store; Significant – request by a juvenile's family member for transportation or a call from a juvenile's family member to staff at home.

C. Interaction between Staff: Staff shall work together as a team, treat other staff in a respectful manner at all times, and not use profane, threatening, abusive, or sexually suggestive language.

D. Staff Requirements

1. Staff shall not engage in behavior that would jeopardize the safety, security, integrity, or reputation of the Department.

2. Staff shall perform their job duties efficiently and effectively, as set forth in the staff member's job description and work plan. This includes the timely and accurate completion of all required documentation.

3. Staff shall adhere to all Department policies and procedures and the Department's "Confidentiality Agreement" (*Form DJJDP 19 001*). All Department supervisors shall ensure that each staff member under their supervision has signed the "Confidentiality Agreement" (*Form DJJDP 19 001*) and shall place a copy in the staff member's file, located at the staff member's or supervisor's facility/office. The original shall be sent to the Policy Office in accordance with signature tracking procedures.

4. Staff shall adhere to direct orders, whether oral or written, from a supervisor. Failure to do so is grounds for disciplinary action up to and including dismissal.

5. Staff shall not discuss a juvenile with any non-departmental staff, unless that person is authorized by a local court administrative order according to 28 NCAC 01A .0301, or statute to receive information about the juvenile according to N.C. Gen. Stat. § 7B-3100. *NOTE: Agencies that may be designated as agencies authorized to share information about a juvenile under the jurisdiction of the juvenile court include local mental health facilities, local health departments, local departments of social services, local law enforcement agencies, local school administrative units, the district's district attorney office, the Office of Guardian ad Litem Services of the Administrative Office of the Courts, and the Department of Juvenile Justice and Delinquency Prevention. Any information shared among agencies according to N.C. Gen. Stat. § 7B-3100 shall be withheld from public inspection, and shall be used only for the protection of the juvenile and others or to improve the educational opportunities of the juvenile, and shall be released in accordance with the provisions of the Family Educational Rights and Privacy Act [20 U.S.C. § 1232 (g)].*

6. Staff shall not discuss any juvenile in a derogatory manner.

7. Staff shall remain awake and alert while on duty. Staff shall remain attentive to the juveniles and their surroundings at all times.

8. Upon employment, staff shall provide to the immediate supervisor and Facility Director their correct physical address and working telephone number that the Facility Director can use to reach them. Staff shall maintain a working telephone. Any change of telephone number or physical address shall be communicated to the staff member's immediate supervisor and Facility Director within five (5) business days of the change.

9. Staff shall obey all laws of the United States and of any State and local jurisdiction in which the staff member is present. Staff shall promptly notify their immediate supervisor when they have been arrested or served with a summons or citation. *REFERENCE: DJJDP 13, Code of Ethics.*

E. Reporting for Duty

1. Staff shall report to work for all required work-related activities as scheduled. Staff shall immediately call the on-duty supervisor if the staff member believes he will be late or cannot report for duty. Failure to report for duty as scheduled (late or failure to show) is grounds for disciplinary action up to and including dismissal.

2. If a staff member reports to duty late without calling, or does not report to duty at all, the supervisor shall ensure that the staff member, upon returning to work, provides a written explanation of why he was late or not on duty. Supervisors shall provide a copy of the explanation to the Facility Director for consideration of disciplinary action up to and including dismissal.

3. Gate operators at the Department's fenced facilities shall determine the identity of all persons entering and exiting the grounds, by requesting and viewing photographic identification. All incoming and exiting vehicles are subject to search.
4. Staff are prohibited from bringing the following items on campus:
 - a) Electronic viewing or listening devices other than authorized personal cellular phones);
 - b) Cameras or other video/photographic recording devices other than authorized personal cellular phones);
 - c) Books, magazines, newspapers, and other personal reading or study material;
 - d) Battery or electronic game players;
 - e) Backpacks, duffle bags, large briefcases, oversized purses, hard coolers, or soft coolers; and
 - f) Any weapon or firearm.
5. Staff members are authorized to bring in soft coolers large enough to carry a meal to be consumed while on duty; and a wallet or pocketbook.
6. Staff members are prohibited from using personal cellular phones inside the facility.
7. All personal property, including personal cellular phones, belonging to staff shall be secured in a locked cabinet or in a staff member's locked vehicle to ensure juveniles do not have access to the personal property at any time.
8. All items brought into the facility and on facility grounds by staff, visitors, or juveniles are subject to search at any time by any supervisor.
REFERENCE: DJJDP17, Investigations policy.

F. Workplace Supervision

1. Supervisory staff shall record the presence, assignment, reassignment and/or approval of leave for each staff member by date and time.
2. Staff must seek and obtain advance supervisory permission to be absent from the assigned work site. Supervisors are not authorized to allow staff to be absent from the work site for the purpose of leaving the campus to purchase food, drink, tobacco products, or other personal, non-medical items.

3. On-duty staff are not authorized to receive personal visitors without prior supervisory approval.
4. Security/Administrative/Supervisory staff shall randomly check vehicles to determine that all vehicles on campus are locked when not in use. The Facility Director or his designee shall ensure these security checks are conducted daily and during each shift.

G. Staff Use of Tobacco, Matches, and Lighters

1. Smoking is prohibited inside Department buildings/facilities, and shall be permitted only in designated areas outside the building/facility. Each Facility Director shall post signs in areas of the facility/building that state “smoking is prohibited.”
2. Designated areas for smoking shall be located outside the building/facility, and away from exits and entrances of visitors, staff, and juveniles. These areas shall also be out of the line of sight of classroom and juvenile sleeping areas.
3. Each Facility Director shall ensure that noncombustible receptacles for smoking materials are at safe, designated locations outside the facility.
4. All smoking receptacles shall be emptied and cleaned daily by maintenance staff.
5. Matches are prohibited except for use by required maintenance and food service staff in the performance of their duties.
6. Staff shall use lighters when smoking on duty. Staff shall ensure the security of the lighter and immediately report any missing lighter.

H. Prohibited Behaviors: The prohibited behaviors included in this policy are not intended to be reflective of an all-inclusive list of prohibited behaviors. Any time a staff member is in doubt about an issue regarding juvenile or staff interaction, the staff member has an obligation to ask his supervisor or any other appropriate manager for clarification and direction.

III. ATTACHMENT
Confidentiality Agreement (*Form DJJDP 19 001*)