
Critical Incident Notification

402.1 PURPOSE:

It is imperative to the successful operation of the Probation Department that administration be notified immediately in the event of a critical incident involving staff, wards, probationers, citizens, youth detained in a Juvenile Detention & Assessment Center (JDACs), Juvenile Treatment Facility (TFs) or any other type of critical incident where Probation Department personnel are involved.

402.2 DEFINITIONS:

A critical incident is defined as:

- An unexpected event involving death or serious injury or an event that could have resulted in death or serious injury.
- An event that significantly deviates from the Probation Department's usual process for providing services.
- An event that undermines or could potentially undermine public confidence in the Probation Department.
- An event that results in any individual being taken to a hospital for examination for other than routine or planned hospital visits.

Business Hours: Monday through Friday, 8:00 a.m. to 5:00 p.m.

Non-Business Hours: After hours, weekends, and holidays.

Management Staff: Division Director I/II (DD I/II), Deputy Chief Probation Officer (DCPO), Assistant Chief Probation Officer (ACPO) or Chief Probation Officer (CPO).

Supervisory Personnel: Watch Commander (WC), Probation Corrections Supervisor I/II (PCS I/II), Supervising Probation Officer (SPO), Correctional Nurse Supervisor I/II (CNS), Supervising Office Assistant (SOA), Supervising Management staff (for example: Fiscal, Personnel, Automated Systems, etc.).

402.3 GUIDELINES:

- A. Employees of the Probation Department shall make notification to management in the event of a critical incident. However, notification should first be attempted through supervisory personnel.
- B. On-Call Director schedule and contact information is located in Prob-Tools under "On Call Director List".
- C. Notification to management staff/supervisory personnel shall be either in person or by telephone. Emails are not considered contacts unless accompanied by a telephone contact or unless acknowledged by the recipient.

San Bernardino County Probation Department

Procedures Manual

Critical Incident Notification

402.4 RESPONSIBILITIES:

- I. Employee notification to management/supervisory personnel regarding a critical incident shall occur as follows:
 - A. JDAC and TF staff:
 1. Contact their immediate supervisor who will then contact the DD I/II or designee in charge of the area in which the critical incident occurred.
 - B. All other probation personnel during non-business hours contact the [REDACTED]
- II. Watch Commander (WC):
 - A. Shall contact their DD I/II during business hours or the On-Call DD I/II during non-business hours.
 - B. In the event that the On-Call DD I/II cannot be reached, the WC shall contact any DD I/II or DCPO to ensure notification.
- III. Division Director I/II/On Call Division Director I/II:
 - A. Respond to critical incidents during non-business hours, when applicable.
 - B. Assume the responsibility of all other follow-up contacts and take general oversight regarding Probation Department operations of the critical incident.
 - C. Shall use the Probation Department's "On Call Emergency Action Plan" manual to manage the critical incident scene.
 - D. Direct all staff members who were involved in the critical incident or have some knowledge to complete incident reports as soon as possible.
 - E. Coordinate debriefings of staff when necessary.
- IV. Professional Standards Review:
 - A. All information regarding the critical incident will be referred to the Professional Standards Unit for a Critical Incident Review (CIR) at the direction of a DCPO, the ACPO, or the CPO.