

On-Call Duty Officer and Response Team Program

823.1 PURPOSE:

To establish guidelines for On-Call Duty Officers and the On-Call Response Team when responding to alerts, suspected violations, and providing services to other law enforcement agencies regarding emergent and urgent probation issues after regular business hours.

823.2 DEFINITIONS:

Duty Log (Located in ProbTools): The designated log that must be completed at the conclusion of each on-call week and used to document all time worked on-call.

On-Call Division Director: A Division Director (I or II) designated for availability after regular business hours, 7 days per week (Refer to the On-Call Division Director procedure).

On-Call Duty Officer: A Supervising Probation Officer or Probation Officer III who volunteers and agrees to participate in the On-Call Program. The On-Call Duty Officer is available after regular business hours (5 p.m. – 8 a.m.), on weekends, and on holidays to provide assistance to external agencies and respond to situations as needed.

On-Call Response Team: Probation Officers who voluntarily agree to be contacted by the On-Call Duty Officer after regular business hours (5 p.m.– 8 a.m.), flex days, weekends, and holidays to respond to emergent, critical, or time-sensitive situations for overtime compensation.

Program Division Director: A Division Director II who provides managerial oversight of the On-Call Program and the On-Call Response Team Program.

Program Secretary: The secretary assigned to the Program Division Director.

Vehicle Log (located in ProbTools): A log sheet that is used to document all mileage accrued for on-call duty purposes (e.g., from office to home, home to office, home to incident location, etc.).

823.3 GUIDELINES:

- A. Participants in the On-Call Program must follow the Department's Use of County Vehicle and related procedures.
- B. Participants in the On-Call Program will receive on-call pay as outlined in the current Memorandum of Understanding (MOU). Each On-Call Duty Officer will receive additional compensation for time "worked" during their scheduled period of on-call duty. Time "worked" includes phone calls, emails, completing CE entries, research, completing forms, using the on-call computer, and reporting to the office, a detention center, or a field location. Time worked will be compensated in increments of fifteen (15) minutes for time actually worked. The officer will not receive on-call compensation once the employee begins their assigned work hours.

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- C. The Chief Probation Officer has the final discretion and authority regarding On-Call Program criteria and assignments.

823.4 RESPONSIBILITIES:

- I. On-Call Duty Officer:
 - A. Follow current Memorandum of Understanding (MOU) requirements regarding on-call, standby, and call-back availability.
 - B. Participation in the program is voluntary and requires a one-year commitment
 - 1. An SPO/POIII may be granted a waiver to not participate for a designated amount of time within that calendar year without losing their seniority in the program at the discretion of the Program Division Director.
 - C. Volunteers will be sought from POIIIs a SPOs and assigned to a minimum 1-week period of on-call duties. If a sufficient number of volunteers are not secured, On-Call Duty Officers will be assigned by Administration.
 - D. The On-Call Duty Officer must have experience in both the Juvenile and Adult Community Corrections Bureaus at the level of SPO or POIII (who has passed probationary status).
 - E. Be armed and maintain firearm qualification.
 - F. Remain available by telephone after business hours and for 24 hours on weekends and holidays.
 - G. Arrange the exchange of the county vehicle and personal vehicle.
 - H. Remain available to respond in person to any location within the county, within one hour, plus any reasonable commute time. When a response in person is necessary, obtain permission from the On-Call Division Director, and follow all departmental policies and procedures. An example of a situation that may require a response in person is checking the security of a probation building.
 - I. Complete the Duty Log documentation as soon as possible or by the next business day.
 - J. Ensure the following equipment is readily accessible while on-call:
 - 1. Duty weapon and duty bag with all issued field gear (taken home daily).
 - 2. A county vehicle for on-call duty purposes.
 - 3. On-call equipment (e.g., cell phone, laptop, suitcase).
 - K. Assist with law-enforcement agency inquiries, (e.g., an offender's terms and conditions, confirmation of active case/supervision, residence information, etc.) and provide probation hold orders when appropriate.
 - L. Respond via phone to the current contracted electronic monitoring company and provide probationer assistance with electronic monitoring questions as needed.
 - M. Address probation violations revealed by the GPS Electronic Monitoring System.

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- N. Address various phone calls (e.g., calls from parents/guardians of youth, AWOL notifications, etc.) as needed.
 - O. Document all phone calls, contacts, hold orders, and outcomes in Caseload Explorer (CE) and/or Duty Log as soon as possible or by the start of the next business day.
 - P. Notify the assigned Probation Officer (PO), Probation Officer III (POIII) and Supervising Probation Officer (SPO) of any contacts or inquiries regarding probationers on their caseload by email as soon as possible or by the start of the next business day.
 - Q. Obtain permission from the On-Call Division Director when it is necessary to activate the designated Response Team assigned for that week and follow all department policies and procedures.
 - R. May be contacted for assistance by staff working specific assignments during the evening and/or weekend shifts.
 - S. Submit the Duty Log and the Vehicle Log to the respective SPO/Division Director for approval, within two (2) business days from rotation completion and retain a copy. In addition, forward a copy of the duty log to the Program Division Director and Program Secretary within two (2) business days from rotation completion.
 - T. Arrange to meet with the next On-Call Duty Officer to exchange the on-call equipment. The following equipment will be transferred to the next designated on-call person before noon each Wednesday (if it is a Wednesday holiday, the equipment will be transferred the next business day):
 - 1. County laptop computer
 - 2. County cellular telephone
 - 3. On-call suitcase containing office keys/fob to each probation office, building entry alarm codes, duty log, and other materials/forms.
 - U. Make every effort to find a qualified replacement (on the current On-Call Duty Officer roster) in the event of an emergency that causes the assigned On-Call Duty Officer to be unavailable.
 - 1. Make arrangements to exchange on-call weeks and notify the Program Division Director immediately of the schedule change.
 - 2. Notify the On-Call Division Director in the event of changes to On-Call Duty Officer coverage as soon as possible.
- II. On-Call Response Team (Probation Officer IIs):
- A. Participation in the program is voluntary and requires a one-year commitment.
 - B. Follow all requirements in Section I, A-D.
 - C. Ensure the following equipment is readily accessible while on-call:
 - 1. Duty weapon and duty bag with all issued field gear (taken home daily).
 - 2. A county vehicle for on-call duty purposes.

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- D. Contact the On-Call Duty Officer at the start of the on-call week to debrief expectations, confirm contact information, and receive any instructions for the week.
- E. Remain available to respond in person to any location within the county, within one hour, plus any reasonable commute time, and follow all departmental policies and procedures.
- F. Submit the Vehicle Log to the Program Secretary within two (2) business days from rotation completion.
- G. Make every effort to find a qualified replacement (on the current On-Call Response Team roster) in the event of an emergency that causes the assigned On-Call Response Team member to be unavailable.
 - 1. Notify the Program Division Director and On-Call Duty Officer immediately of the schedule change.
 - 2. Notify the On-Call Division Director and On-Call Duty Officer in the event of changes to On-Call Duty Officer coverage made during the week the coverage is in effect.

III. Program Division Director:

- A. Review the Duty Logs submitted by the On-Call Duty Officer each week to ensure the On-Call Duty Officer responses are consistent with the objectives of the program.
- B. Notify the Program Secretary of any changes and/or updates to the On-Call Duty schedule/calendar.
- C. Annually conduct a meeting, between October 15th and December 1st, of all On-Call Duty Officers, and one for the On Call Response Team, to create the On-Call Duty schedule/calendar for the following year and discuss any program changes.
- D. May make a department-wide request before the meeting, soliciting the interest of any eligible officers who may wish to participate in the program.
- E. Establish all aspects of the program, including but not limited to:
 - 1. The selection criteria and the number of On-Call Duty Officers and On-Call Response Team members.
 - 2. Protocols for officers who wish to temporarily waive participation in the program.
 - 3. The seniority system used to prioritize the order in which officers may select on-call weeks.
 - 4. The process by which new SPOs/POIIIs are recruited into the program.
- F. Ensure the On-Call Duty Officer and On-Call Response Team rosters and calendar are maintained and updated as needed throughout the year.

IV. Program Secretary:

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- A. Update and maintain the On-Call Duty Officer and On-Call Response Team schedule/calendar.
 - B. Maintain the On-Call Duty Officer folder in Probation Tools.
 - C. Receive and retain all Duty Logs and Vehicle Logs.
- V. Division Director/Supervising Probation Officer:
- A. Approve the program participation of any officers under their command.
 - B. Receive the Duty Log, approve the time worked, and ensure consistency between the log and EMACS submissions.
 - C. Submit the approved Duty Log to the Program Division Director and Program Secretary.