

TLF - Operations Sergeant Procedures

7040.1 PRIMARY RESPONSIBILITIES

- (a) **Job Description:** The Operations Sergeant will conduct pre-shift briefings, assist with training subordinates, prepare the Theo Lacy Facility watch list, conduct employee inspections, review reports, assign equipment, visiting staff, supervise Lobby security and staff. At the beginning of each new shift, the Operations Sergeant will begin a new Supervisor's Log, noting the Watch Commander and Supervisors on duty. While checking the Lobby area, the Operations Sergeant will ensure all facility vehicles are accounted for and secure prior to reviewing the vehicle log on the computer. The Sergeant will supervise posting of the shift, issuance of keys and equipment, and make periodic checks of the operations areas for sanitation, security conditions, efficient operations and inmate movement. The Operations Sergeant will conduct a daily inspection of the handgun stored in the gun locker located near the Operations Sergeant's office. The Sergeant will respond to unusual situations at work sites and monitor employee work performance. The Sergeant evaluates subordinates, conducts preliminary investigations into complaints of misconduct, checks on ill or injured employees, performs Shift Commander duties as assigned and communicates with the other Facility Sergeants on inmate movement.
- (b) **Span of control:** The Operations Sergeant will be responsible to supervise all employees and inmate activity in the public side of Visiting areas, Lobby building, Facility perimeters and gates, grounds keeping, the Main Control Guard Station, Correctional Health Services (CHS) and any additional staff members at hospitals outside of CHS who are assigned to the Theo Lacy Facility. The Sergeant coordinates the entry to the facility of all emergency response vehicles and staff. The Operations Sergeant will also be responsible for the proper function and repair of all equipment at the facility.
- (c) **Direction and Supervision:** The Operations Sergeant will receive direction and supervision from the Shift Commander.
- (d) **Extensive Emergency:** The Operations Sergeant will ensure that notifications of emergency conditions are made immediately to the Shift Commander. The Sergeant will receive instructions from the Shift Commander and be required to take the correct steps to quickly resolve emergencies.

7040.2 OFFICE DUTIES

- (a) **Watch List:** The Sergeant will review the current schedule prior to the beginning of the shift. The Sergeant will take a blank schedule for the shift and fill in the names of Deputies scheduled to work for that shift. Copies of the Watch List will be made in preparation for distribution at briefing. The Sergeant will confer with other staff members of the off-going shift to become aware of any existing problems for which the on-coming shift should prepare with staffing changes.

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- (b) Briefing: The Operations Sergeant will begin the briefing by calling roll from the Watch List. Absences must be resolved as soon as possible to ensure coverage of all positions and to determine the location of anyone scheduled to be present in briefing.
- (c) Training Materials: Training bulletins, films, updates on new law procedures, and other materials assigned by the Training Sergeant will be presented by the Operations Sergeant or assigned person. The Sergeant will also canvas those in briefing to discover any other related interests or problems that should be resolved at that briefing.
- (d) Special Instructions: The Shift Commander or Housing Sergeants may contribute to the briefing. Also, special tours, problem inmates, or current trends in custody environments may be discussed.
- (e) Employee Inspections: Operation, Housing and Module Sergeants will conduct informal inspections of subordinates on duty at all times. The Division Commander will periodically require a formal inspection of Deputies and their equipment.
 - 1. Inspection Notice: The planned formal inspection will be announced to the employees sufficiently in advance to allow adequate preparation.
 - 2. Notice Deficiencies: Unserviceable uniforms and equipment will be brought to the Deputies attention and a repair/replacement date set. Re-inspections will be conducted to ensure conformance with established standards.
- (f) Report Review: The Operations Sergeant will constantly review the work of subordinates. When reports are required to be written the Sergeant will assist the Deputy as needed and ensure that the report is completed on time. When Jail Incident Reports and DR Reports are completed, the Sergeant approves the report with a signature. The report is then forwarded to the Shift Commander by the Sergeant for review and distribution.
- (g) Report Forms and Uses: Various forms are used to report different types of incidents that occur within the Theo Lacy Facility. They are:
 - 1. Major Incident Staff Report (J-149A)
 - i. This form is used to report incidents of an unusual nature such as escapes, major disturbances, felony crimes, accidents with injuries, or riots.
 - 2. Claims of Missing property Report (J-156)
 - i. This form is used to report an inmate's claim of missing money or property that was in their possession upon entrance into the Orange County Jail.
 - 3. Jail Incident Report (j-049)
 - i. This form is used to report the bulk of incidents that occur within the jail including violations of jail rules, non-critical medical aids and combative inmates.
 - ii. Any suspects, victims or witnesses should be interviewed. Any admissions, denials, statements or the lack of it should be included in the report.

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4. Notice of Minor Disciplinary Violation (J-131)
 - i. This is basically a check-off type form to report an incident not deemed serious enough to require a Jail Incident Report.
 5. Daily Area Check Log (J-103)
 - i. This form is used to document the starting and ending times of checks made of specific areas and perimeter fences. The condition of the area checked will be written in the comment section as well as any reasons a check may have been missed. Each entry will end with the signature of the Deputy making the entry.
 - ii. It will be the responsibility of the Operations Sergeant on each shift to make regular checks (of areas which require logs) of the log and note any discrepancies on the log. When the log is completed, it will be turned in to the Operations Sergeant, who will review the log, sign it and process it for filing. The logs will be stored for a period of five years.
 6. Cash verification Record (J-003A) and Cash Verification Log (3-1-96)
 - i. These forms are used at the time of initial booking. They are to document monies taken from the inmate. Operations Sergeant will sign-off the Cash Verification Log when emptying the drop box kept in the Booking Loop.
 - ii. Money in excess of \$500.00 or if the inmate is disputing the amount will also be counted by the Operations Sergeant. The Sergeant will initial the correct amount on the Cash Verification Record.
 7. Initial Crime Report
 - i. Although the form and format are somewhat different, the basic principles of report writing apply here, too, and the report will be evaluated by the same criteria as is a Jail Incident Report.
 - ii. When it appears that an incident should be most properly reported as a crime, Deputies should seek the advice of their immediate supervisor prior to writing the report or interviewing any suspects. The supervisor will then aid the Deputy in fulfilling all requirements about advisement of rights, obtaining a DR number.
 8. Use of Force
 - i. Any incident requiring the use of force by a Deputy against an inmate must be documented by a Sergeant on a follow-up report entitled "Use of Force." The Sergeant will detail the incident by naming all parties and witnesses involved along with their statements. The Sergeant will videotape all statements and interviews with inmates who are involved in any use of force.
- (h) Disciplinary Violation: The Operations Sergeant will conduct disciplinary proceedings as follows:
1. Major Violations

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- i. Fighting
 - ii. Creating a disturbance
 - iii. Failure to obey a directive
 - iv. Insubordination or disrespect
 - v. Possession of contraband which would pose a security threat
 - vi. Theft
 - vii. Destruction of jail property
 - viii. Unauthorized movement
 - ix. Tampering with a security device
 - x. Habitual violations of jail rules
2. The above list is intended as a guideline, not as a complete listing, of all possible major violations. Many incidents will require a judgment as to whether a violation is involved. Questions should be resolved with the Deputy's supervisor.
3. Notice of Disciplinary Violation: This form will be completed whenever an inmate violates a jail rule that will result in a disciplinary hearing. The reporting Deputy will complete two copies per inmate, indicating if the inmate waived the 24-hour delay or not, then give the original to the inmate (s) involved and the copy to the Sergeant. A Jail Incident Report will be written and submitted along with the copy of the Notice of Disciplinary Violation to the Operations Sergeant.
4. The complete report should be submitted to the supervisor for approval. Reports may be typed or handwritten. The original and two copies are required if one inmate is involved. Each additional suspect named in the report requires an additional copy of report.
 - i. Completing the Jail Incident Report: All spaces provided for specific information should be completed as fully as possible. The narrative portion of the report should be complete, concise and contain all elements and pertinent details of the incident. The complete report should be submitted to the supervisor for approval. Reports may be typed or handwritten. The original and two copies are required if one inmate is involved. Each additional suspect named in the report requires an additional copy of the report.
5. Controlling the Suspect(s) and/or Witness: The Deputy observing the offense will segregate the inmate(s) involved as soon as possible. The Deputy will notify their supervisor of the incident as soon as possible.
6. Disciplinary Hearing: The Operations Sergeant will review the Notice of Disciplinary Violation form and discuss the facts with the Deputy. The Sergeant will then conduct a disciplinary hearing with the inmate(s) present. The reporting Deputy may also be present. The inmate(s) will be advised of the charges against them and will be provided an opportunity to speak in their own behalf.

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The Sergeant will prepare a Disciplinary Hearing Report which together with the Jail Incident Report is forwarded to the Disciplinary Officer for final disposition.

- i. Note: If the supervisor is also a witness to the violation, another supervisor must conduct the disciplinary hearing. Except as required for inmate or staff safety or facility security any charges pending against an inmate shall be acted on no sooner than 24 hours and no later than 72 hours after the report is filed. The inmate may waive the 24-hour limitation. The hearing may be postponed or continued for a reasonable time through a written waiver by the inmate or for good cause.
7. Punishment: Punishment for major violations of jail rules may consist of one or any combination of the following: (refer to Board of Correction, Title 15 guidelines)
 - i. Loss of visiting privileges
 - ii. Loss of recreation privileges
 - iii. Loss of commissary privileges
 - iv. Loss of good time
 - v. Loss of work time
 - vi. Removal from work status
 - vii. Assignment to limited privilege status.
 - viii. Any of those punishments listed under minor violations.
 - ix. A combination of any of the above.
8. Violations of Law: Whenever it is determined that an inmate's actions constitute a violation of law and the circumstances warrant prosecution, the incident will be referred to the District Attorney for a criminal complaint. In such instances, the incident will be documented on an Initial Crime Report under a DR number. This may be done in addition to discipline being administered by the jail staff.
- (i) Training materials: The Training Sergeant will provide most of the material for formal training sessions. When formal Training is not planned for briefing, the Operations Sergeant will discuss training bulletins, job descriptions and excerpts from the Policy and Procedures manual.
- (j) Service Calls: Memos from various locations in the facility will report needs for repairs and be directed to the Shift II Operations Sergeant. The Sergeant will call those who make repairs during the day shift and schedule repairs. The Operations Sergeant will call for emergency repairs at any time.
 1. New Equipment Maintenance: The Shift II Operations Sergeant will keep the Division Commander apprised of any irregularities in service response and contracts.
 2. PAC Set Radio File: The Shift II Operations Sergeant will maintain the Facility PAC set radio maintenance and inventory file. Quarterly inventories will be performed at the direction of the Sergeant. A Lost Property report will be

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completed, after a thorough search, for all PAC set radios not accounted for. The quarterly inventory report will be forwarded to Sheriff's Transportation.

- i. The inventory program is on the Operations Sergeants computer.
 - A. Each morning the shift two operations Sergeant will take radios in need of repair to his office and complete a GSA Work Order for the needed repairs.
 - B. The status of the radio will be entered into the maintenance computer program.
 - C. The operations Sergeant will have the radios taken to County Communications for repair.
 - D. When repaired, the operations Sergeant will arrange to have the radios picked up from County Communications and returned.
 - E. The radio will be shown back in service in the computer maintenance program.
 - F. The radio will be taken to Main Control Guard Station to be put back into service.
- ii. New Hand Held Radios
 - A. New radios will be added to the Theo Lacy Facility Inventory before being put into use.
- iii. Maintenance
 - A. Maintenance records will be kept on all Hand Held Radios.
- iv. Deputy Responsibility
 - A. Hand Held radios not working properly will be returned to Main Control.
 - B. The Deputy returning the radio(s) for repair will complete a repair memo obtained from Main Control.
- v. Hand Held Radio Assignment
- vi. Hand Held Radios are to be assigned by the Main Control and inventoried in the same manner as security keys.
 - A. The Deputy receiving the radio will ensure it is working properly prior to leaving Main Control sally port.
 - B. The radio is to be returned to Main Control at the end of each shift and not given to another relieving Deputy.
 - C. Main Control will show the radio returned on his check out list and either reissue with a fresh battery or replace the unit.

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7040.3 FLOOR DUTIES

- (a) Posting the Shift: The Operations Sergeant will announce the end of briefing and direct on-coming employees to proceed directly to their workstation.
- (b) Conclusion of Briefing: At the conclusion of briefing the Operations Sergeant will ensure that shift relief is taking place correctly. Each employee of the on-coming shift should be at the work site exchanging information with the off-going shift employees.
- (c) Key Control: Keys will be issued to those employees coming on shift at Main Control. The Sergeant will ensure that only the correct keys are issued to the correct employees by checking the key cabinet periodically. The Sergeant will also check to ensure that all off going employees who had been issued a key set have returned the key set.

■ [REDACTED]

■ [REDACTED]

■ [REDACTED]

- (d) Area Checks: While posting the oncoming shift, and throughout the shift, the Operations Sergeant will inspect the areas for which they are responsible.
 - 1. Locations: The Sergeant will inspect each guard station and lobby area for correct conditions and security concerns.
 - 2. Functions: The Sergeant will also inspect and view the way employees perform their duties. This will ensure a smoother flow of work, ensure compliance with policy and procedures, and provide a firsthand impression of employee's abilities and level of training.
 - 3. Problems: The Sergeant will move the operations staff into areas where additional assistance is needed on a temporary basis. When problem areas are noted on a recurring basis, the Sergeant will submit written suggestions for resolution to the Shift Commander.
 - 4. Additional Resources: The Operations Sergeant may request more assistance from the Housing Sergeant and Module Sergeants.
- (e) Site Security: The Sergeant will visit each site security post as frequently as necessary to ensure the integrity of security in the post area.
- (f) Lobby: The Sergeant will inspect the Lobby on a periodic basis and respond to the Lobby as necessary to resolve inquiries or to coordinate control of large number of visitors and/or self-commitment inmates. The Sergeant will direct a Deputy to the area in front of the Lobby to meet and direct all emergency response vehicles and staff.

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- (g) Hospital Post: The Operations Sergeant will personally inspect the hospital jail ward Correctional Health Services (CHS) at [REDACTED], as well as the locations of any additional staff members at other hospitals who are assigned to the Theo Lacy Facility, a minimum of once per week.
 - 1. The Operations Sergeant will also be responsible for conducting a daily check of staff assigned to CHS [REDACTED] and any other additional staff members located at other hospitals who are assigned to the Theo Lacy Facility.
 - 2. The Sergeant will maintain telephone contact with the hospital Deputy as necessary throughout the shift.
 - 3. The Sergeant will ensure the changing of staff each shift occurs as planned.
 - 4. The Sergeant will ensure that additional assistance is available to the hospital Deputy when advance planning is possible.
- (h) Supervise Delivery of Inmate Services: The Operations Sergeant will make certain that inmate services are provided as required in the Cells Building.
 - 1. Meals: The Sergeant will ensure each inmate is presented a meal at each meal time, that the food is served at the proper temperature and follows the menu provided by the kitchen. The Sergeant will make sure that the meals are served quickly and the utensils are returned to the kitchen as scheduled.
 - 2. Clothing Changes: The Operations Sergeant will check the process of exchanging bedding and clothes and be certain that the correct number of changes take place weekly. The Sergeants will also periodically inspect clothing items fresh from the laundry to be certain of proper cleaning.
- (i) Recreation: Each day the Sergeant is to check each housing area to determine the length of indoor and outdoor recreation available to the inmates. Each inmate will be offered a minimum of three hours of outdoor recreation each week. The Sergeant must also check to be sure books, newspapers and game materials are available to inmates.
 - 1. Phones and Visiting: The Sergeant must ensure that the inmates have reasonable access to telephones.
- (j) Inmate Work Assignments: The Sergeant will monitor inmate work crews to ensure an adequate number of workers are assigned. Frequent contact with the Classification Sergeant may be necessary to accomplish this task.
- (k) Accessibility to Inmates: The Sergeant will be reasonably available to talk with inmates. As time is available the Sergeant will walk through the housing areas in order to be seen by the inmates, thus presenting an opportunity to converse with them.
 - 1. Access to Official Visitors: The Sergeant will make sure that church, counselors and other approved services are available to inmates in the facility according to schedules or needs.
- (l) Housing Area Searches:

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1. Daily Searching: The Sergeant will instruct housing Deputies to continually check inmate housing areas for contraband, planned escapes and malfunctioning equipment.
2. Scheduled Searches: Periodically the Sergeant will gather several Deputies from throughout the facility and conduct a methodical, detailed search of selected areas inside security. For more information on search areas, refer to CCOM Section 1710.2(a)(1) – Additional Search Locations. The Sergeant will be present during these searches of the building, inmates, or both. Personal property of any inmate that is seized during a search must be accounted for per CCOM Section 1710.2 (d) – Search Process.
 - i. Search results will be documented in the Theo Lacy Facility Search Log, which will be maintained in the "FAST Search Log" computer file on the facility Share Drive.
- (m) Response to Emergency Situations: The Operations Sergeant will be familiar with each emergency plan and the location and operation of all security equipment. When notified of an emergency, or unusual condition in Operations, the Sergeant will notify the Shift Commander and Main Control. The Sergeant will remain aware of all conditions in Operations. The Sergeant will notify the Shift Commander and Main Control of unusual and emergency situations. The Sergeant will gather all available information, preferably at the emergency site. After making an analysis of the situation the Sergeant will enact the appropriate response plan and resolve the problem.
- (n) Response to Unusual Situations: The Operations Sergeant will be familiar with each emergency plan and the location and operation of all security equipment. When notified of an emergency, or unusual condition in Operations, the Sergeant will notify the Shift Commander and Main Control. The Sergeant will remain aware of all conditions in Operations. The Sergeant will notify the Shift Commander and Main Control of unusual and emergency situations. The Sergeant will gather all available information, preferably at the emergency site. After making an analysis of the situation the Sergeant will enact the appropriate response plan and resolve the problem.
 1. Theo Lacy facility will not house or accept inmates under the age of 18.
 2. When it is determined an inmate currently in custody is juvenile, the Operations Sergeant and the Shift Commander will be notified.
 3. Pre-trial juvenile inmates will be returned directly to the arresting agency.
 4. The Shift Commander will call the arresting agency's Watch Commander, advise him of the circumstances and have them respond to the Theo Lacy Facility to pick up the juvenile.
 5. If the juvenile is a self-booking or sentenced inmate, he will be returned to the court of jurisdiction for disposition.
 - i. The juvenile will be kept separate from adult inmates. The juvenile will have an escort any time it is necessary to move him while at the facility.
 - ii. The Shift Commander will contact the Intake Release Center Watch Commander and advise him of the juvenile.

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- iii. The inmate will be transported to the Intake Release Center via Sheriff's Transportation.
- 6. A jail incident report will be written.
 - i. The report will include all available information that led to the discovery of the juvenile, any information regarding steps taken to protect the juvenile and any contacts made with parents, guardians or probation officers. A copy of the Jail Incident report must accompany the juvenile to the Intake Release Center

7040.4 SHIFT COMMANDER ASSIGNMENT

- (a) Sergeants Assigned: Sergeants who are occasionally assigned to the Shift Commander position because of the unavailability of a Watch Commander have the full authority and responsibility of the position.
 - 1. The off-going Watch Commander will be responsible to verbally assign a Sergeant as Shift Commander.
 - 2. The Sergeant will make entries as necessary and complete the "Shift Commander's Log".
 - 3. The Sergeant will complete all other duties of the shift assigned and sign the Facility 24 hour log at the conclusion of his shift.
 - 4. When questions arise that exceed the knowledge of the Sergeant on Shift Commander duty, the Division Commander should be contacted.

7040.5 POST ORDERS

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- (d) General Instructions:
 - 1. Be on time and in uniform as scheduled. Check bulletin board, mailbox, schedule, and logs. Maintain contact with Shift Commander, Housing and Module Sergeants. Read/understand and carry out facility policies and procedures. Supervise Facility operations staff.
- (e) Scheduled Duties:
 - [REDACTED]

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- | Category | Item | Value |
|-------------|-----------|-------|
| Category 1 | Item 1.1 | 100% |
| | Item 1.2 | 100% |
| | Item 1.3 | 60% |
| Category 2 | Item 2.1 | 100% |
| | Item 2.2 | 100% |
| | Item 2.3 | 80% |
| Category 3 | Item 3.1 | 100% |
| | Item 3.2 | 100% |
| | Item 3.3 | 70% |
| Category 4 | Item 4.1 | 100% |
| | Item 4.2 | 100% |
| | Item 4.3 | 75% |
| Category 5 | Item 5.1 | 100% |
| | Item 5.2 | 100% |
| | Item 5.3 | 30% |
| Category 6 | Item 6.1 | 100% |
| | Item 6.2 | 100% |
| | Item 6.3 | 100% |
| Category 7 | Item 7.1 | 100% |
| | Item 7.2 | 100% |
| | Item 7.3 | 100% |
| | Item 7.4 | 100% |
| | Item 7.5 | 60% |
| Category 8 | Item 8.1 | 70% |
| | Item 8.2 | 100% |
| Category 9 | Item 9.1 | 100% |
| | Item 9.2 | 100% |
| | Item 9.3 | 100% |
| | Item 9.4 | 85% |
| Category 10 | Item 10.1 | 100% |
| | Item 10.2 | 25% |

(f) Non-scheduled Duties:

1. Review and submit reports to Shift Commander.
2. Inspect shift personnel.
3. Receive sick calls and follow up as appropriate. Make minor, expedient adjustments to equipment.
4. Train staff in their duties.
5. Complete performance evaluations for subordinates.

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6. Supervise inmate feeding when necessary.
7. Carry out emergency procedures as necessary.
8. Act as Shift Commander as assigned.
9. Monitor official visitor sign up and screening.
10. Coordinate unit work flow with Housing Sergeants, Medical and Kitchen staffs, and supervisory staff of other jail facilities.
11. Visit and inspect the hospital post as time permits on each shift.