

**Idaho Department of  
Juvenile Corrections  
Institutional  
Policy/Procedure**

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601	05/08/17	05/08/17
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SUBJECT: REPORTING OF CRITICAL INCIDENTS

CATEGORY: CRITICAL OPERATIONS/  
JUVENILE SAFETY

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## **Policy**

The purpose of this policy is to establish uniform incident reporting and critical response protocols for the Idaho Department of Juvenile Corrections (IDJC) related to Critical Incidents.

Critical incidents are classified as situations that by their nature constitute immediate and serious life safety and health concerns for individuals, or which constitutes serious security concerns for units, cottages, facilities, and for the community. Critical incidents also include matters that may generate media attention rising to the level of awareness by the public, Legislature, or Governor's office.

It is therefore the policy of the IDJC that when staff become aware of a critical incident they are expected to notify the facility Superintendent, Duty Officer, or other designee who is responsible for initiating the protocols for critical incidents as outlined in the IDJC Critical Incident Protocol manual and for notifying the IDJC Director.

## **Operating Procedures**

### **I. Critical Incident Levels**

- A. Critical incidents that take place within IDJC facilities, contract providers, or otherwise involve juveniles that are committed to the IDJC are classified at the two levels listed below. The specific response is determined by the level of the incident.
  - 1. Level 1 Critical Incidents include any situation that requires the immediate attention and action by the Superintendent and IDJC Director. Examples:
    - a. Transport car/plane accident in which there are serious injuries or death
    - b. Any escape of a juvenile in IDJC custody
    - c. Death, possible death, or critical injury of a juvenile or staff (refer to Procedure in the Event of a Juvenile Death (612))
      - Acute critical medical condition of a juvenile with potential for death

- Serious suicide attempt which requires emergency medical treatment
  - Serious injury or death of an IDJC staff member on duty
- d. Any action/event that is associated with IDJC that may generate media attention
  - e. Evacuation of a facility
  - f. Workplace Violence (refer to Workplace Violence Policy 308)
  - g. Any actual or alleged serious misconduct such as a violation by institutional or contract provider staff or juvenile(s), which constitutes an immediate threat to the health, welfare, and safety of others.
  - h. Serious sexual misconduct involving juveniles or staff. (Refer to Prison Rape Elimination Act (PREA) Compliance Policy (613))
2. Level 2 Critical Incidents include situations which may be handled within the scope of authority of the Superintendent, who may consult the Director or IDJC Leadership Team as needed.
    - a. Emergency hospitalization of a juvenile where the juvenile's condition is not life-threatening
    - b. Transport accident with minor or no injuries
    - c. A serious violation of private provider contract license standards which does not constitute an immediate threat to the health, welfare, and safety of a juvenile
    - d. An incident which is not related to an injury or death, but that may be extremely disruptive to daily operations

## II. Response to Level 1 Critical Incidents

### A. Notification

The primary staff with information about a Level 1 incident will ensure that an immediate call is made to the Superintendent and/or Duty Officer for the facility. The Superintendent or Duty Officer will immediately call the Director. Upon notice, the Director or designee may initiate a bridge call utilizing the Bridge Call Communication Checklist (DJC-220). Should the Director or designee choose not to initiate the bridge call, the Director or designee will develop a plan of response in coordination with the Superintendent.

### B. Bridge Call/Crisis Communication Team

If the Director or designee determines that a bridge call is necessary, the Director or designee will schedule the call and notify the Crisis Communication Team members. The facility where the incident has occurred will gather essential staff with knowledge of the events to participate in the bridge call.

During the bridge call, the Director or designee will lead the group in gathering information about the incident and will develop a formal plan of response. This includes taking actions related to maintaining safety and security, making mandatory notifications to families, system partners, the Governor's office, if necessary, and ongoing monitoring of the situation. A

follow-up bridge call may be scheduled as a part of the plan of response. If determined to be advisable by the Crisis Communication Team, a plan for media contact may also be developed.

### III. Response to Level 2 Critical Incident

- A. Primary staff immediately notifies or ensures notification has been made to the Superintendent, Duty Officer, or other designee. The Superintendent, Duty Officer or other designee will determine the need to immediately notify the Director and other IDJC Leadership Team members. In all cases the Director will be notified within 24 hours.
- B. Superintendent, Duty Officer, or other designee delegates staff to resolve situations. Superintendent, Duty Officer or other designee takes necessary steps to monitor the situation, and notifies the Director and appropriate personnel of any changes and of the final resolution.

### VI. Media Contact Plan

In the event that the Crisis Communication Team decides to develop a plan for media contact regarding a specific incident, the following procedures apply. All IDJC staff are required to take the Crisis Communication class every three years.

#### A. Crisis Communications Team Meeting

The Crisis Communication Team will meet by bridge call to receive a briefing from staff with knowledge of the event using Crisis Communication Bridge Call Checklist (DJC-220) form. Additional information necessary to address possible media questions is gathered. The Director or designee contacts the Governor's office.

#### B Press Release Draft

The Public Information Officer (PIO) and the Crisis Communication Team draft a press release and talking points for possible media interviews or press conference. The Crisis Communication Team drafts an employee e-mail notification.

#### C. Timeline for Press Release Approval

The Crisis Communication Team and Legal Department reviews the prepared press release and employee notification e-mail. Press briefing location is determined.

#### D. Press Release Decision

The Crisis Communication Team makes "Go/No Go" decision on a proactive press release. The PIO and the Crisis Communication Team distribute the press release. Employees are notified of additional information on the Intranet on the main page.

E. Dry Run Press Conference

The PIO, Crisis Communication Team, and identified representative to the media meet for dry run of media briefing and one-on-one interviews.

F. Track Media Calls, Media Coverage

The PIO tracks all incoming media calls including name, phone number, questions asked, and answers given. The PIO and facility designee monitor and document television/radio coverage, including station, statements made, and date/time.

*Reference:*                    *Glossary of Terms and Acronyms*  
                                 *Critical Incident Protocol Manual*  
                                 *Crisis Communication Training (TrainCaster)*  
                                 *What if I Get Questions?*

*Desk Manual(s):*        *None*

*Related Policies:*        *Bomb Threat (116)*  
                                 *Community Public Relations (630)*  
                                 *Duty Officer Responsibilities (621)*  
                                 *Emergency and Disaster Control (624)*  
                                 *Escape and Escape Attempts (609)*  
                                 *Fire Safety (625)*  
                                 *Hostage Situation (626)*  
                                 *Procedure in the Event of a Juvenile Death (612)*  
                                 *Prison Rape Elimination Act (PREA) Compliance (613)*  
                                 *Riot Control (622)*  
                                 *Suicide and Self-Injury Prevention and Assessment of Risk (605)*  
                                 *Workplace Violence (308)*  
                                 *Documentation of Incidents (600)*  
                                 *Trauma and Critical Incident Stress Management Intervention (374)*

*Related Forms:*        *Crisis Communication Bridge Call Checklist (DJC-220)*