

Subject	New Staff - Personal Restraint Technique HWC
From	Lou Serrano
To	Juvenile Probation Counties
Sent	Friday, March 27, 2020 8:09 AM

Good Morning:

TJJD has received requests for guidance in the event county-operated or contract facilities are unable to meet ratios with certified staff, specifically asking about the use of staff who have not yet been trained in the facility's personal restraint technique.

TJJD has provided prior guidance that departments and facilities should work with their juvenile boards to determine if it is appropriate to operate outside of a TJJD standard during the ongoing COVID-19 pandemic. With regard to this question, there is a likelihood of liability if a facility uses individuals to supervise youth when those individuals have not been trained in a restraint technique. That said, we also recognize the reality of staffing issues that may occur.

In prior communications, TJJD has encouraged steps be taken to reduce populations to mitigate any staffing shortages, such as working with law enforcement to increase the use of paper referrals over detention, having law enforcement call detention before bringing a youth, implementing a second layer of detention criteria screening before admitting a youth to detention, and implementing frequent reviews to release detained youth. Prior communication also addressed how probation modifications can be used to release youth early from post-adjudication placements when appropriate.

In addition to steps taken to reduce population, we have also encouraged creativity in programming to help with staffing issues while also keeping youth engaged and in programming, such as time-phased programming with portions of the youth at a time.

In the event these measures are not enough to keep staffing levels at a safe level, we recommend that you work with your juvenile board to ensure measures are in place to ensure the safety of youth and staff before allowing untrained staff to supervise youth. Some potential options are: ensure that every untrained staff is paired with a well-trained certified juvenile supervision officer; use untrained staff on overnight shifts, where the need to restrain is less likely to occur; prohibit untrained staff from engaging in a restraint unless doing so is absolutely necessary (provide clear guidance on what that means); and provide additional training on when force is permissible and on prohibited techniques as well as on the duty to report when another staff using inappropriate or excessive force.

As stated in prior communications, any deviations from standards at this time are to be pre-approved in writing by your juvenile board. We are available to help as much as we can at this time.

Below is some information provided by Handle With Care that you may have already received for reference, however, we wanted to make sure the field has seen. Also, for departments that do not utilize Handle with Care, we would ask that you seek out additional guidance from your providers.

Thanks

Louis Serrano

Deputy Executive Director for Probation Services

HANDLE WITH CARE – COVID- 19 UPDATE

Certifications and Licenses that have or are coming due.

HWC is extending Instructor Certifications for 3 months. If your Company's License and Instructor Re-/Certification is coming due from now (and for some organizations from a few weeks ago) until May 15, 2020, we are issuing 3-month extensions. This policy will be adjusted as circumstances dictate. Please call the office for details.

Re: Basic Training

Agencies and schools are requesting guidance on how to handle the task of conducting initial training and refresher training for their staff at the "Basic" level and the feasibility of conducting virtual or remote training by Skype and other media.

We have conducted in-person training with all client organizations and schools since inception in 1984. We have had "eyes" on every person we directly trained. We know they are capable, or we would not have Certified them. We have not had direct training contact "eyes" on staff that your in-house Instructors or Master Instructors have trained and have no way of assessing their capabilities. Only the organization or school can do that. Please consider the assets and liabilities of your staff when making your training decisions.

Federal and State guidelines, recommendations and orders regarding COVID-19 protocols by Governors are moving targets. Two weeks ago, groups were limited to 50 people. This week, they are limited to 10. Some States are instituting virtual lockdowns "shelter-in-place" and insisting that everyone stay home. As of this moment, the Federal guidelines on the CDC and White House websites are still limiting groups to 10. We urge you to follow the recommendations of your State and Federal authorities check the CDC website daily, if not twice a day, for its latest information and recommendations.

[CDC Website](#)

March 20, 2020 HWC's Training Guidelines For Organizations and Schools Conducting In-house Basic Physical Training.

Remote or Virtual Training Protocol for Experienced HWC Basic Students.

Experienced Basic Student means a basic student who has been previously trained in-person, at least once within a 12-month period by an in-house HWC Instructor.

Organizations and Schools using both prone and supine holds:

- Focus on the physical restraint components.
- Review everything in the training manual remotely, including Standing PRTs and the Empty Handed Takedown Drill and all of the safety precautions and protocols contained in Module 7 of the Instructor Manual.
- Do not allow remote or virtual participants to perform a takedown with another person. There is no one to spot for them remotely and we do not want staff injured because they were without direct hands-on supervision.
- Remote and virtual participants can perform a correct Escort Position and a pass to a standing PRT. They cannot perform the takedown.
- See below for seated and supine instructions.

Organizations and Schools using supine holds only:

- Same as above with the preliminary exercises and safety protocols.
- To teach the PRT in the seated configuration, staff should start from the seated position.
- When teaching the supine hold, staff should START FROM THE PRT SETTLE POSITION. Staff

can then practice the pass to the two-person hold and the 1-2-3

- Rock to the supine configuration.

**IT WILL BE CHALLENGING TO TEACH AND TO CORRECT MISTAKES REMOTELY.
At best this is a temporary training stopgap for experienced staff. It should not replace
annual refreshers when the emergency is over.**

Remote or “Virtual” Training Protocol for first time HWC Basic students.

Please don't. There is no safe way to take them through the physical restraint components without direct supervision by an Instructor.

Training Protocol For Conducting Hands-on Training.

As of today, groups are still limited to 10. Make sure everyone follows CDC recommended safety protocols including washing their hands before training, on breaks and at the conclusion of training and follow the other common-sense guidelines by CDC.

If you choose to suspend all "Basic" training until May 15th, you have our full support.

This is an extraordinary and unprecedented time in our nation's history. We all want to behave reasonably and responsibly.

Everyone is doing the best they/you/we can to ensure everyone's safety with respect to institutional safety and physical restraint matters - balanced against the reality and limitations imposed by this viral emergency. While most, if not all schools are closed, many are still staffing 24/7 care facilities and hospitals. We applaud you for your devotion. As important as training is, maintaining the health of everyone in the HWC family is first and foremost and that includes your students and clients. If you're staff get sick, your clients will get sick, too.

If you need any assistance from us for any reason, do not hesitate to contact us by email at info@handlewithcare.com or by phone 845-255-4031

Do not hesitate to call me directly on my cell 24/7: 845-380-7585

Bruce Chapman, President
Handle With Care
And the Entire HWC Team