



Children, Youth & Families Department

Juvenile Justice Services (JJS) Policies and Procedures (P&P)

Title Client Transports

Category Safety and Emergency Operations

Procedure P.05.19

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1 Overview Statement

Juvenile justice services shall transport its clients in a safe and secure manner that ensures control and maintenance of custody and supervision of the clients. Drivers shall be appropriately licensed for the vehicle and shall obey all traffic laws. Vehicles shall be properly equipped for the clients being transported, inspected to ensure compliance with applicable laws and regulations, and routinely maintained to ensure safe operating conditions. Clients shall be transported with appropriate security measures. (NMAC 8.14.5.19)

2 Purpose

This Procedure outlines the requirements and processes to transport clients in CYFD vehicles.

3 Transport Officer Requirements

3.1 All facility employees who transport clients are considered transport officers.

- 3.2 All transport officers are approved in the CYFD Centralized Automotive Reservation System (CARS). They also maintain their status on the General Services Department's Transportation Services Division (GSD/TSD) CYFD Waiver List and are issued a WEX Personal Identification Number (PIN).
- 3.3 All transport officers comply with all policies and rules, published by the CYFD Administrative Services Division/General Services Section (ASD/GSS), pertaining to CYFD vehicle use and transporting clients.
- 3.4 During transports, transport officers carry their current defensive driving certificates and valid drivers' licenses, with the appropriate endorsements for the vehicle.
- 3.5 Transport officers are responsible for notifying their supervisor if there is any change in their eligibility to transport clients and/or operate CYFD vehicles.
- 3.6 The Superintendent maintains an updated list of eligible transport officers and ensures their required licenses and certificates are up to date.

4 Transport Coordinator General Responsibilities

- 4.1 Each facility Superintendent designates a transport coordinator.
- 4.2 The transport coordinator maintains an inventory of all assigned transport equipment, including transport binders, vendor lists, keys, credit cards, and department-issued cell phones.
- 4.3 The transport coordinator maintains all Vehicle Inspection forms.
- 4.4 The transport coordinator maintains transport statistics on a monthly basis, including number of transports, number of clients transported, and staffing hours required.

5 Transport Preparations and Authorizations

- 5.1 All Transport Authorizations include the following information:
 - Purpose,
 - Destination,
 - Itinerary,
 - Departure time and date,
 - Expected arrival time and date,
 - Expected return time and date,
 - Clients' names, identification numbers, and Client Identification Sheets,
 - MDT signatures,
 - Transport officers' names, and
 - Any special circumstances of the scheduled transport.
- 5.2 Transport Authorizations may be initiated by various employees and are reviewed and provisionally approved by the client's MDT prior to being submitted to the transport coordinator. For example: A medical provider initiates a Transport Authorization for a client's medical appointments. A coach initiates a Transport Authorization for off-site athletic events. A Classification Officer initiates a Transport Authorization for funeral attendance.

- 5.3 In addition to the Transport Authorization, a Community Participation form is submitted to the transport coordinator for routing; however, medical/dental and court-ordered transports do not require a Community Participation form.
- 5.4 After the transport coordinator arranges for the proposed transport, they prepare the Transport Authorization and Community Participation form for the Superintendent's approval at least 7 calendar days before the proposed transport. For emergency or time sensitive requests, the transport coordinator submits the Transport Authorization and Community Participation form for the Superintendent's approval as soon as possible.
- 5.5 The Superintendent forwards the Transport Authorization and Community Participation form to the Deputy Director for Facilities for approval.
- 5.6 When a coach is requesting transport for an off-site athletic event, all the clients and game schedules are included in the original Transport Authorization and Community Participation form, along with a safety and security plan that may serve for the whole season. Thereafter, transport for each game requires a weekly review of each client's eligibility by the MDT.
- 5.7 Prior to scheduled transports, the transport coordinator notifies the following employees:
 - Superintendent,
 - Deputy Superintendent,
 - Officer in Charge (OIC),
 - Behavioral Health (BH) Director,
 - Health Services Administrator,
 - School Principal,
 - Classification Officer,
 - Unit employees,
 - Transport Officer(s), and
 - Control Center employees.

6 Transport Provisions

- 6.1 Before and after every transport, all clients are visually (strip) searched in designated areas, and all vehicles are searched.
- 6.2 After every transport, all clients are processed through Medical Services.
- 6.3 All CYFD vehicles are equipped with a first aid kit and a fire extinguisher.
- 6.4 All transports are equipped with a department-issued issued cell phone.
- 6.5 All occupants in CYFD vehicles wear safety belts.
- 6.6 All child protection locks and/or rear door locks are engaged during transports.
- 6.7 For every transport, at least 2 employees are present, and 1 employee is the same gender as the client(s) being transported.

- 6.8 Scheduled multi-client transports maintain an employee-to-client ratio of at least 1 to 3 and oblige seating requirements, per the Transportation Seating Chart.
- 6.9 The following items accompany each client on a transport:
 - Client Identification Sheet,
 - Any required client records (in a secure bag), and
 - Client medications, as necessary.

7 Types of Transports

- 7.1 Scheduled **medical/dental** transports require the same authorization and notification as other transports. Any clients on a medical/dental transport are processed in and out of the facility through Medical Services.
- 7.2 In the event of an **emergency medical** transport by ambulance, an employee should attempt to ride in the ambulance; additionally, another employee will pursue in a chase vehicle with all the required transport equipment and documentation. As soon as possible, the Superintendent/designee initiates the Emergency Notification Protocol (ENP) and sends out a Possible High-Profile Case (PHPC) email.
- 7.3 Clients may be approved for **special/other** transports. Some special/other transports may require a BH clinician and another member of the MDT to attend the transport. Special/other transports may include the following activities:
 - Playing in an off-site athletic event;
 - Attending a family member's funeral;
 - Visiting a family member in hospice care;
 - Attending an important event that supports rehabilitation and accountability;
 - Participating in community programming;
 - Visiting alternative and/or future placement options; or
 - Transferring to another placement.

8 Restraints During Transports

- 8.1 During most transports, clients wear flight suits, handcuffs, shackles, and waist belts. However in some cases, there are exceptions.
- 8.2 During medical emergencies, clients may not be able to be restrained because of their sickness and/or injury.
- 8.3 During transports to off-site athletic events, clients are not restrained.
- 8.4 During transports to court hearings, clients may be restrained; however, they are "not brought before the court wearing any physical restraint devices except [in the following cases:]
 - as ordered by the court during or prior to the hearing...
 - security needs relating to the facility,
 - available security personnel and other resources [at the hearing],
 - individualized determinations in a particular case, or
 - other reasonable grounds supporting a need for physical restraints.
 In proceedings before a jury, every reasonable effort must be made to avoid the jury's observation of the [client] in physical restraints." (Children's Court Rule 10-223A-B)

- 8.5 Facility administration determines the necessity of flight suits for transports.
- 8.6 During special/other transports, if clients are not restrained or dressed in flight suits, an exemption is noted and approved on the Transport Authorization.
- 8.7 The use of mechanical restraints during transport is not considered a use of force intervention and is not recorded as a use of force incident.

9 Emergencies During Transports

- 9.1 If there is a medical emergency during transport, the transport officer calls 911 and follows instructions given by emergency personnel, seeks the quickest available means of assistance, and as soon as possible, notifies Control.
- 9.2 If there is an escape or an attempted escape during transport, the transport officer calls 911 to notify law enforcement, seeks the quickest available means of assistance, and as soon as possible, notifies Control. Upon notification of an escape or an escape in progress, the OIC immediately notifies the Superintendent and ensures all involved employees follow the requirements, per P.05.32 B Escapes.
- 9.3 For any other urgent issue that occurs during transport, such as a vehicle accident or mechanical failure, the transport officer immediately contacts Control for assistance. In some instances, if client supervision can be maintained, the transport officer may rectify the problem (e.g., change a flat tire).
- 9.4 All **long-distance** (over 50 miles) transports require a chase vehicle and include the following, additional information:
 - New Mexico State Police, County, and local law enforcement locations and telephone numbers;
 - Rest areas or other designated stops along any route for restroom breaks;
 - Addresses and telephone numbers for all hospitals and/or other emergency medical facilities along any route;
 - Addresses and telephone numbers for CYFD offices along any route;
 - Maps and routes; and
 - Telephone numbers of the JJS Director, Deputy Directors, Associate Deputy Directors, Medical, Behavioral Health, and Psychiatry.

10 Prohibitions

When transporting clients, transport officers do not do the following:

- Make unauthorized stops;
- Change the transport itinerary or route without prior approval;
- Attach (restrain) clients to any part of the vehicle or other clients;
- Mechanically restrain pregnant clients, except in exigent circumstances;
- Leave clients unsupervised in a CYFD vehicle;
- Transport or allow clients to ride in the front seat or in an open vehicle such as the bed of a pick-up truck;
- Load the vehicle above design capacity;
- Permit clients to drive CYFD vehicles; or
- Transport clients in non-CYFD vehicles.

11 Consequences of Noncompliance

An employee who fails to follow this Procedure may be subject to disciplinary action in accordance with the CYFD Code of Conduct.

12 Forms and Additional Documents

Transport Authorization Request/Order
Transportation Seating Chart
Community Participation form
Vehicle Sign-Out and Inspection form

13 Issue Date

November 1, 2019

14 Effective Date

December 1, 2019

15 Replaced Procedure

P.5.19 Client Transports, issued 08/25/2016

16 Applicable Policy (Regulation)

NMAC 8.14.5 Safety & Emergency Operations

17 Authorizing Signatures



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