



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

**Title** Serious Incident Reporting

**Category** Safety and Emergency Operations

**Procedure #** P.05.20 A

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## 1 Overview Statement

- 1.1 Serious incident refers to an occurrence that compromises the safety, security, or well-being of clients, employees, and visitors or endangers the public.
- 1.2 Serious Incident Reports (SIRs) are internal reports for JJS facility leadership and administration, but they may be subject to additional review.
- 1.3 Possible High Profile Case/Incident (PHPC/I) notifications provide JJS-specific information to CYFD leadership.
- 1.4 "JJS shall utilize a standardized process for reporting serious incidents that involve clients in their custody, employees, or visitors. All serious incidents are reviewed by the facility superintendent..." (8.14.5.20 NMAC)

## 2 Purpose

- 2.1 SIRs and PHPC/I notifications are designed to ensure that incidents are addressed promptly, reported to the appropriate parties for action and notification, and documented.

- 2.2 This Procedure identifies incidents which require SIRs and PHPC/I notifications and explains the processes of reporting and debriefing.

### **3 Types of Serious Incidents**

- 3.1 Serious incidents include any of the following events: client, employee, visitor death; any activity or occurrence requiring law enforcement involvement; medical emergencies requiring transport; escapes or attempted escapes; abuse and neglect; medical quarantine; battery; injury or illness requiring significant medical intervention or treatment; serious suicide attempt; contraband; all use of Force incidents; lockdowns; and environmental or physical plant hazards.
- 3.2 Facility leadership has discretion on if these and/or alternative events require SIRs.

### **4 Serious Incident Reports (SIRs)**

- 4.1 When YCS supervisors have knowledge of a serious incident, they immediately contact Master Control to initiate and document the Emergency Notification Protocol (ENP).
- 4.2 Prior to being relieved from duty, the supervisor must complete an SIR with the narrative section that may include the following, pertinent information:  
A list of all individuals involved in the incident and their statements;  
A description of what happened and what actions were taken immediately;  
Involvement of any non-CYFD, external entities;  
In the case of an arrest, the booking information; and  
In the case of an emergency medical transport, the receiving facility/hospital.

The supervisor is responsible for ensuring the accuracy and completeness of the SIR.

- 4.3 The supervisor is responsible for forwarding the completed SIR and ENP (via email) to their Deputy Superintendent, Superintendent, and *facility-specific* distribution list. Additionally, they email the SIR to the following JJS employees:  
Deputy Director for Facilities,  
Health Services Administrator,  
Deputy Director of Behavioral Health Services, and  
Quality Assurance Manager.
- 4.4 Reporting supervisors do not send SIRs to JJS Central Office or email PHPC/I notifications.

### **5 Possible High Profile Case/Incident (PHPC/I) Notifications**

- 5.1 Serious incidents requiring a PHPC/I notification are limited to the following categories:  
Death,  
Law enforcement involvement,  
Medical emergencies requiring transport,  
Escapes or attempted escapes, and  
Abuse and neglect.
- 5.2 When the Superintendent or Deputy Superintendent determines a PHPC/I notification is required, they immediately contact the Deputy Director for Facilities to debrief the incident.

- 5.3 Then, the Superintendent or Deputy Superintendent summarizes the SIR, replaces clients' names with initials, formats the PHPC/I per the template, and emails the following employees:
- JJS Director,
  - Deputy Director for Facilities,
  - All 3 secure facility Superintendents and Deputy Superintendents,
  - Health Services Administrator,
  - Deputy Director of Behavioral Health Services,
  - Superintendent of Education,
  - JJS PREA Coordinator,
  - Deputy Director for Field Services,
  - All 3 Field Services Associate Deputy Directors,
  - JRC Superintendent,
  - CYFD Office of the Secretary (OTS) - Cabinet Secretary and Deputy Secretary,
  - Lead General Counsel (OGC),
  - CYFD HR Director, and
  - CYFD Public Information Officer(s).

- 5.4 JJS leadership does not notify the Governor's Office or any non-CYFD, external entities of serious incidents. OTS will make any additional notifications.

#### **6 Debriefings and Additional Review**

- 6.1 The supervisor debriefs serious incident with involved employees prior to the end of that shift. These informal debriefings give the supervisor an opportunity to check in with and coach employees and provide valuable information to the next shift. This is a part of the standard pass-down protocol and documented in the supervisor and unit logs.
- 6.2 Based on review of the incident, facility leadership has discretion to conduct a formal debriefing to determine if further action is necessary.
- 6.3 Additionally, all serious incidents that include use of force must be reviewed by the Incident Review Committee, per P.05.20 B Incident Review Committees and P.05.22 Use of Force.

#### **7 Documentation Retention**

- 7.1 All SIR documentation is retained in the facility administrative office for 2 years.
- 7.2 After 2 years, the incident documentation may be moved to storage. There it is retained for an additional 3 years.

#### **8 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 and the Collective Bargaining Agreement (CBA) between AFSCME and the State of New Mexico.

#### **9 Forms and Additional Documents**

Serious Incident Report (SIR) form  
Emergency Notification Protocol (ENP)  
Possible High Profile Case/Incident (PHPC/I) Notification template

**10 Issue Date**

October 1, 2020

**11 Effective Date**

November 1, 2020

**12 Rescinded Directives**

11-013 SIR and Review, 11/21/2011

11-013 (B) SIR Form, 11/21/2011

12-004 SIR and Review, 08/22/2012

12-005 SIR and Review, 08/22/2012

12-008 Reporting Possible High-Profile Cases and Reminder Regarding SIRs, 11/02/2012

**13 Replaced Procedure**

P.5.20 Serious Incident Reporting and Review, 05/01/2009

**14 Applicable Policy (Regulation)**

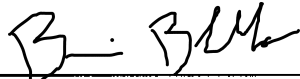
NMAC 8.14.05 Safety and Emergency Operations

**15 Authorizing Signatures**



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