



2053 EMERGENCY RESPONSE	
Chapter: Sununu Youth Services Center	Section: Safety and Security
 <p>New Hampshire Division for Children, Youth and Families Policy Manual Policy Directive: 15-12 Effective Date: April 2015 Scheduled Review Date:</p>	<p>Approved:</p>  Lorraine Bartlett, DCYF Director
Related Statute(s): RSA 621, and RSA 621-A Related Admin Rule(s): Related Federal Regulation(s): P.L. 108-79 PREA Standards: 115.362, 364 (a1), 364 (a2), 364 (a3), 364 (a4), 364 (b)	Related Form(s): FORM 2055 Bridges' Screen(s) and Attachment(s):

Everyone has the right to be safe and planning for response to emergencies is essential to the protection of people and property. The Sununu Youth Services Center (SYSC) has developed emergency response procedures based on best practices in youth secure care as well as those situations unique to the SYSC. Based on the nature of the situation, information pertaining to the response is accessible to the Supervisor or Administrator in charge. This policy is intended to provide the current, general procedures for the Division's response to emergencies on the SYSC campus and prompts for the Supervisor or Administrator to seek further guidance from specific contingency plans when indicated.

Purpose

This policy supplements emergency response procedures for the Sununu Youth Services Center (SYSC). It is intended to be a quick response guide for staff, supervisors, and administrators.

STAFF MUST IMMEDIATELY NOTIFY CENTRAL CONTROL ANYTIME A YOUTH IS FOUND WITH A SERIOUS INJURY OR IN A LIFE-THREATENING SITUATION. CENTRAL CONTROL WILL NOTIFY THE MEDICAL DEPARTMENT AND SUPERVISOR ON-DUTY.

Policy

- I. The Division for Children, Youth and Families will follow an Incident Command model for the handling of any emergency on the SYSC Campus.
 - A. The SYSC Campus has two designated Command Centers:
 - 1. Staff Lounge in the SYSC Facility; and
 - 2. Field and Parole Executive Secretary's Office in the Administration Building.
- II. Predetermined Contingency Plans: The Director of Operations-SYSC or designee shall ensure predetermined contingency plans are developed and updated as needed for the following areas:
 - A. Search plans for incidents involving committed or detained youth who have escaped;

- B. Unit specific and facility-wide evacuation plans; and
 - C. Work Stoppage Emergency Plan including ten (10) manuals with high liability and safety and security policies to be used in the event of a work stoppage.
- III. Staff will adhere to the following procedures for the specified emergencies:
- A. **Committed or Detained Youth Who Have Escaped:**
 - 1. Authority - The authority for direct care residential staff members to apprehend committed or detained youth who escape is found in RSA [621:33](#), "Authority to Apprehend." This statute gives "certain employees of the center who satisfactorily complete a prescribed course of instruction and are certified by the commissioner" ex officio constable authority only when on-duty and only on the SYSC campus except when:
 - (a) Pursuit - Staff have the authority to pursue escapees to the Youth Development Center property lines but not beyond, unless supervisory approval has been granted as:
 - (1) An employee is in hot pursuit; or
 - (2) An on-duty employee observes a child known to have escaped, failed to return from furlough, or is in violation of the terms of parole.
 - (b) Transport - When an employee is transporting a detained or committed youth to another location.
 - 2. Report - Staff discovering that a committed or detained youth has escaped must promptly report the escape to Central Control.
 - (a) Staff with knowledge that a committed or detained youth is planning an escape shall promptly report this to their immediate supervisor.
 - (b) The supervisor will ensure the Supervisor On-Duty is notified.
 - 3. Notification of Command Staff - Central Control or the Supervisor On-Duty must notify the following immediately:
 - (a) The Supervisor On-Duty, if not previously notified;
 - (b) The Manchester Police Department;
 - (c) The Bureau Chief of Clinical and Residential Services; and
 - (d) The Director of Operations-SYSC or designee.
 - 4. Implement Search Plan - Central Control will be responsible to coordinate utilizing the predetermined search plan.

5. Staff Responsibilities - On-duty staff observing or having knowledge of a committed or detained youth escaping shall:
 - (a) Ensure that all youth in their charge are safe and secure; and
 - (b) Notify Central Control via radio/phone including as much descriptive information regarding the youth and circumstances as possible.
6. Use of Force - Staff in pursuit of committed or detained youth who escape shall use only the level of force necessary to apprehend the youth in accordance with training and techniques approved by the Bureau of Organizational Learning and Quality Improvement.
7. Termination of the Pursuit –
 - (a) Staff in foot pursuit of a committed or detained youth who has escaped must terminate the pursuit upon receiving an order from Central Control, a Supervisor, or an Administrator.
 - (b) STAFF ARE NOT AUTHORIZED TO USE PURSUIT VEHICLES.
8. Transport of a Committed or Detained Youth Who Has Escaped –
 - (a) Staff must notify Central Control as soon as practicable after a youth has been apprehended.
 - (b) Staff will use the safest and most appropriate method of transport in order to return the youth back to the facility, including local or state police, a secure DCYF vehicle and/or walking depending on case-specific circumstances.
 - (c) Handcuffs may be used, as appropriate and according to Policy [2072 "Residential Use of Force."](#)
9. Central Control/Supervisor On-Duty will coordinate the return of staff to their assigned positions and the processing of any returned youth.
10. Notification of Apprehension - Central Control will promptly notify all who were previously alerted to the escape of a committed or detained youth once the youth has been returned to custody.
11. Off-Duty Pursuit and/or Apprehension Prohibited –
 - (a) Off-Duty staff is not authorized to pursue or apprehend committed or detained youth who have escaped.
 - (b) Off-Duty staff must immediately notify Central Control with any information they have regarding any committed or detained youth who has escaped from the SYSC.

B. Committed or Detained Youth [Abscond](#) From Supervision:

1. Staff who observe, or has knowledge of, a committed or detained youth that has absconded from supervision, shall immediately notify Central Control via radio/phone. This report shall include as much information as possible.
 2. Central Control Coordinate Response - Central Control/Supervisor On-Duty shall notify:
 - (a) Local Law Enforcement Agency(ies) - consider the last known location and the youth's residence; and
 - (b) JJS Field Staff.
 3. The Supervisor On-Duty shall notify the Director of Operations-SYSC or designee to coordinate the SYSC response with the local Law Enforcement Agency and JJ Field Services.
- C. **Sexual Assault:** All youth must be protected from sexual abuse, sexual harassment, and retaliation for making such reports.
1. The response to the needs of a sexual abuse victim differs from the response to the alleged abuser. Furthermore, alleged youth abusers must be responded to differently from alleged staff, contractor, or volunteer abusers therefore, this section is divided into separate responses.
 - (a) Staff must take immediate action to protect any youth upon knowledge that a youth is subject to a substantial risk of imminent sexual abuse (115.362),
 - (b) If the first staff responder is not a security staff member, the responder shall request that the alleged victim not take any actions that could destroy physical evidence, and then notify security staff (115.364 (b)).
 2. Youth Victim: Staff responding to a report of, or witnessing sexual abuse of, a youth victim, shall:
 - (a) Verbally command the alleged abuser to stop (if there is an active assault), call for assistance, and contact the Supervisor On-Duty immediately.
 - (1) The Supervisor On-Duty shall notify the Director of Operations-SYSC or designee.
 - (2) The alleged victim and abuser must be separated immediately or as soon as practicable (115.364 (a1)).
 - (b) Preserve and protect any crime scene until appropriate steps can be taken to collect evidence (115.364 (a2)) by ensuring no one enters or leave the scene after the victim and alleged abuser are separated until otherwise directed by the Supervisor On-Duty.

- (1) Staff must collect the clothing of the alleged victim for preservation of possible evidence according to uniform evidence collection procedures.
 - (2) If the abuse occurred within the past 120 hours (5 days), the collection of physical evidence is viable. Staff shall request that the alleged victim not take any actions that could destroy physical evidence, including, as appropriate, washing, brushing teeth, changing clothes, urinating, defecating, smoking, drinking, or eating (115.364 (a3)).
 - (3) If the abuse is reported to have occurred more than 120 hours (5 days), then the restriction on these activities are not necessary.
- (c) The victim will be escorted to the Medical Department;
- (d) The Supervisor On-Duty or Medical staff must ensure victim advocacy services are notified and accessible to the youth, if the youth requested;
- (e) Medical staff shall complete an examination of the victim and document their findings in the nurse progress notes.
- (1) When Medical staff determines a victim requires forensic examination, youth should be encouraged BUT NOT MANDATED to comply.
 - (2) The Supervisor On-Duty and Medical staff shall coordinate and contact the Elliot Hospital to request a sexual assault examination by a qualified SANE Nurse for the victim.
 - (3) No Sexual Assault Evidence Collection Kit shall be administered at the SYSC;
 - (4) The Supervisor On-Duty shall notify the appropriate Law Enforcement Agency before the victim is transported to the hospital; and
 - (5) The Supervisor or designee shall ensure appropriate staff coverage for the transport and hospital stay.
- (f) When applicable, the Supervisor On-Duty shall designate a staff member to complete Form 2055 "Reporting Form for Sexual Abuse, Sexual Assault, and Sexual Harassment" and any staff witnessing the incident to complete a Witness Statement on CourtStream.
- (g) The interview with the victim is an important piece of evidence and its integrity should be preserved. If you are a first responder to an incident, limit your questions and do not ask for details of the incident. Victims should not repeat the details of the assault before the Internal Investigator's or Law Enforcement interview.

- (1) Once medically stabilized, questions should be limited to the following and documented on Form 2055 "Reporting Form For Sexual Abuse, Sexual Assault, and Sexual Harassment:"
 - (i) When did the assault occur? (Establish if the incident is recent.)
 - (ii) Where did the assault occur? (Ensure the crime scene is secure.)
 - (iii) Who perpetrated the assault?
 - (iv) When was the last time you showered?
 - (v) Have you changed clothes since the assault, if so, where are the clothes?
 - (h) Youth alleged to be a victim of sexual abuse shall be placed on Administrative Watch for their protection as determined by the Supervisor On-Duty until further review by the youth's treatment team and Director of Operations-SYSC or designee.
3. Youth Abuser: Staff responding to a report of or witnessing sexual abuse by a youth abuser, shall:
 - (a) Verbally command the alleged abuser to stop (if there is an active assault), call for assistance, and contact the Supervisor On-Duty immediately.
 - (1) The Supervisor On-Duty shall notify the Director of Operations-SYSC or designee.
 - (2) The alleged victim and abuser shall be separated immediately or as soon as practicable (115.364 (a1));
 - (3) The Supervisor On-Duty shall determine sight and sound separation to include modification to the abusing youths' programming and educational schedules including referral to the Crisis Services Unit, if appropriate.
 - (b) Preserve and protect any crime scene until appropriate steps can be taken to collect evidence (115.364 (a2)).
 - (1) Ensure no one enters or leave the scene after the alleged victim and alleged abuser are separated until otherwise directed by the Supervisor On-Duty.
 - (2) If the abuse occurred within the past 120 hours (5 days), the collection of physical evidence is viable. Staff shall request that the alleged abuser not take any actions that could destroy physical evidence, including, as appropriate, washing, brushing teeth, changing clothes, urinating, defecating, smoking, drinking, or eating (115.364 (a4)).

- (3) If the abuse is reported to have occurred more than 120 hours (5 days), then the restriction on these activities are not necessary.
 - (c) When applicable, the Supervisor On-Duty shall designate a staff member to complete Form 2055 "Reporting Form for Sexual Abuse, Sexual Assault, and Sexual Harassment" and any staff witnessing the incident to complete a Witness Statement on CourtStream.
 - 4. Staff, Contractor, Volunteer or Volunteer Abuser:
 - (a) Staff who have been alleged to commit sexual abuse or sexual harassment of youth shall be reassigned immediately from direct youth contact pending further investigation by the SYSC Internal Investigator, or appropriate Law Enforcement Agency, and determination by the Director of Operations-SYSC or designee.
 - (b) Contractors and volunteers alleged to commit sexual abuse or sexual harassment of youth shall have their access to the SYSC revoked pending further investigation by the SYSC Internal Investigator, or appropriate Law Enforcement Agency, and determination by the Director of Operations-SYSC or designee.
 - (c) When applicable, the Supervisor On-Duty shall designate a staff member to complete Form 2055 "Reporting Form for Sexual Abuse, Sexual Assault, and Sexual Harassment" and any staff witnessing the incident to complete a Witness Statement on CourtStream.
 - 5. Sexual Assault Reported While Off-Grounds of SYSC – If a sexual assault is reported for any youth in the custody of SYSC while off-grounds of the SYSC, staff must:
 - (a) Notify the Supervisor On-Duty immediately.
 - (1) The Supervisor On-Duty shall immediately notify the Director of Operations-SYSC or designee as soon as practicable.
 - (2) The Supervisor On-Duty shall contact the New Hampshire State Police or the police department in the jurisdiction where the assault occurred.
 - (b) Transport the victim to the SYSC Medical Department if practical, or the nearest Emergency Room depending on immediate medical needs; and
 - (c) Complete reporting requirements according [Policy 2055 "Sexual Assault and Sexual Harassment."](#)
- D. **[Committed or Detained Youth Attempted Suicide/Self Injury](#)**: Staff who observes a youth who has attempted suicide or is suffering from a self-inflicted injury shall:

1. Ensure Safety - Take appropriated steps to ensure the safety of the youth and immediate environment.
 2. Assess the situation and call Central Control for emergency help as indicated.
 - (a) Central Control shall notify the SYSC Medical Department and the Supervisor On-Duty immediately.
 - (b) The SYSC Medical Department will determine if 911 should be called.
 3. Render First Aid - Provide first aid to the level of training, certification, and/or license.
 4. Provide ONE-ON-ONE Supervision - "A" Watch - while remaining within an arm's length away to the youth until instructed to do otherwise by a supervisor.
- E. **Hunger Strikes:** Staff with knowledge or suspicion that youth are engaged in a hunger strike will ensure notification is made to their immediate supervisor, the SYSC Medical Director, and the Supervisor On-Duty.
- F. **Riot/Major Disturbance:** Riots involve two or more youth acting in unison who interfere with, or take active steps toward interfering with, the security and control of the SYSC facility (not simply causing disturbance through noise or verbally threatening to riot). The following is provided as general guidance. Supervisors or Administrators enacting the SYSC Riot/Major Disturbance Plan shall take priority.
1. Staff encountering a riot situation must report as much information as possible to Central Control.
 2. Notifications:
 - (a) Central Control must notify the Supervisor On-Duty and the Manchester Police Department, and the Manchester Fire Department (Ambulance) if appropriate;
 - (b) The Supervisor On-Duty must notify the Director of Operations-SYSC or designee immediately; and
 - (c) The Director of Operations-SYSC or designee must notify the DCYF Director who will make additional notifications to the New Hampshire Department of Health and Human Services as appropriate.
 3. Containment - The highest-ranking SYSC Official will direct staff efforts focusing on containing the rioters by restricting their movement as much as possible. The areas adjoining the rioters will be cleared of youth if possible.
 4. Incident Command Center and Liaison - The Director of Operations-SYSC or designee will act as a liaison with the local responding agencies and activate the appropriate incident command center.
 5. External Response Team - The Director of Operations-SYSC or designee will maintain connection with the negotiator and any external response team leader

through the incident command center to work collaboratively for a successful resolution.

6. Investigation - Once the riot situation has been resolved the command staff liaison will continue to act as a liaison with the investigating agencies to facilitate the external and internal investigations. Priority will be given to the criminal investigation.
- G. **Fire:** Fire alarms and any potential fire hazard represent a *significant* danger to staff and youth and a threat to the SYSC facility's physical plant and security.
1. Staff discovering a potential fire hazard must immediately report the hazard to Central Control.
 - (a) Staff will document all information available about the potential fire hazard in an Incident Report that must be completed as soon as practicable after the discovery.
 2. Immediate Response: Staff encountering a fire alarm, active fire, smoke, and/or are trapped in a room must remain in control, act decisively, and respond in accordance with training, instruction, and procedures taught by the Bureau of Organizational Learning and Quality Improvement.
 - (a) Active Fire Response – Staff must activate the nearest fire alarm and alert others in the immediate area. Notify Central Control who will call 911 and notify the Supervisor On-Duty.
 - (1) Small Fires – Use nearest fire extinguisher only when safe to do so.
 - (2) Large Fires – Evacuate the immediate area, close doors, leave the lights on and confine the fire as much as possible.
 - (3) If Clothing Catches Fire – Stop, Drop, and Roll.
 - (b) Smoke Response – Notify Central Control to report location of smoke. If able, await instructions from Central Control while ensuring the safety of youth and staff. Otherwise, evacuate the area immediately.
 - (c) Trapped in a Room Response – Notify Central Control to report the location.
 - (1) Place cloth material around and under the door to prevent smoke from entering.
 - (2) Close as many doors as possible between you and the fire.
 - (3) **DO NOT** open or break windows unless necessary to escape.
 - (4) Be prepared to signal your location through a window.
 - (d) Fire Alarm Response –

- (1) All staff, youth, and visitors must remain where they are until directed to move by Central Control.
- (2) Supervisors must prepare for evacuation while awaiting instruction from Central Control.
- (3) Lead staff must conduct a head count for youth and staff in their location.
- (4) Staff and youth shall evacuate ONLY according to Central Control instructions.

H. **Bomb Threat:** All bomb threats must be taken seriously due to the potential danger to staff and youth and the threat posed to the physical plant and security of SYSC. The following is provided to supplement the SYSC Bomb Threat Plan:

1. STAFF MUST NOTIFY CENTRAL CONTROL IMMEDIATELY AFTER, OR IF PRACTICAL, WHILE RECEIVING A BOMB THREAT.
2. Staff receiving a bomb threat must:
 - (a) Ensure every effort is made to gather as much information as possible. The following are examples probative questions:
 - (1) When is the bomb going to explode?
 - (2) Where is the bomb right now?
 - (3) What does the bomb look like?
 - (4) What kind of bomb is it?
 - (5) What will cause it to explode?
 - (6) Did you place the bomb?
 - (7) Why?
 - (8) What is your address?
 - (9) What is your name?
 - (b) Write down as close to the exact wording of the threat as soon as practicable or during the call.
 - (c) Make the following observations:
 - (1) Gender;
 - (2) Race or accent if able to determine;

- (3) Estimation of age;
 - (4) Length of call;
 - (5) Number at which call is received;
 - (6) How the voice sounded – high/low, slurred, impediments, lisps, etc...
 - (7) Identification of any background sounds; and
 - (8) Identify the structure of the language used.
3. Central Control must make the following notifications immediately upon report of a bomb threat:
- (a) Supervisor On-Duty who must notify the Director of Operations-SYSC or designee;
 - (b) The Manchester Police Department; and
 - (c) The Manchester Fire Department.
4. Evacuation:
- (a) The Director of Operations-SYSC or designee has authority to determine when the SYSC will be fully evacuated.
- I. **Hostage Situation:** Hostage situations will be emotionally charged and potentially dangerous or life-threatening incidents. The following is provided as general guidance. Supervisors or Administrators enacting the SYSC Hostage Situation Plan shall take priority.
- 1. Staff encountering a hostage situation must gather and report as much information as possible to Central Control immediately.
 - (a) Staff will not begin negotiations with any hostage-taker.
 - (b) Staff may maintain non-negotiation communication with the hostage-taker until a trained negotiator takes over the incident.
 - 2. Further notifications:
 - (a) Central Control must notify the Supervisor On-Duty, the Manchester Police Department, and the Manchester Fire Department (Ambulance);
 - (b) The Supervisor On-Duty must notify the Director of Operations-SYSC or designee; and
 - (c) The Director of Operations-SYSC or designee must notify the DCYF Director who will make additional notifications to the New Hampshire Department of Health and Human Services as appropriate.

3. Incident Command Center and Liaison – The Director of Operations-SYSC or designee will act as a liaison with the local responding agencies and activate the appropriate incident command center.
 - (a) Negotiation – A trained negotiator from the responding Law Enforcement Agency will be used to negotiate the hostage situation.
 4. Investigation – Once the hostage situation has been resolved the Director of Operations-SYSC or designee will continue to act as a liaison with the investigating agencies to facilitate the external and internal investigations. Priority will be given to the criminal investigation.
- J. **Work Stoppage:** The following is provided as general guidance. Supervisors or Administrators enacting the SYSC Work Stoppage plan shall take priority.
1. The Director of Operations-SYSC or designee shall develop, and revise as needed, a contingency plan to address coordinated work stoppage actions to include planning with the DCYF Director for substitute labor resources during actual work stoppage actions.
 2. The DCYF Director or designee will assign a member of their administration to act as a liaison with the bargaining unit’s leadership in an effort to prevent a work stoppage.
 3. Available, nonparticipating staff will be given a brief orientation session and issued HID cards and manuals if a work stoppage begins.
 - (a) The Supervisors On-Duty will maintain at least ten (10) active HID cards with residential staff level access to be issued as appropriate;
 - (b) The Supervisor On-Duty will maintain at least ten (10) manuals with the high liability and safety and security policies to be used for training and to be issued as appropriate; and
 - (c) Plans to address a work stoppage will only be communicated to appropriate supervisory or other personnel directly involved in the implementation of those plans.
- K. **Evacuation:** The following is provided as general guidance. Supervisors or Administrators enacting the SYSC Evacuation plan shall take priority.
1. The Director of Operations-SYSC or designee has authority to determine when the SYSC facility will be fully evacuated. The Director of Operations-SYSC or designee authorizing the evacuation must notify Central Control.
 2. Central Control must coordinate the evacuation of staff and youth.
 - (a) Central Control must make the following notifications immediately:
 - (1) Supervisor On-Duty, if not previously notified; and

- (2) Manchester Fire and Police Departments.
- (b) Central Control, in coordination with the Supervisor On-Duty, will prepare to implement the evacuation plan and will enact the plan when properly authorized.
- (c) Hold Open – Central Control may override any door in the facility to allow for unimpeded egress in an emergency, if needed;
- (d) Gate Activation - Central Control will immediately open Gate 1 (Admissions) and Gate 2 (Main Facility) for easy access by first responders.
- (e) Incident Command Center and Liaison - The Director of Operations-SYSC or designee will act as a liaison with the local responding agencies and activate the incident command center.

II. Media Relations Plan:

- A. The Director of Operations-SYSC or designee will designate one of the command staff members as the Public Information Officer.
 - 1. The designated Public Information Officer will immediately contact the Public Relations Office of the Department of Health and Human Services.
 - 2. ONLY the DCYF Director, Director of Operations-SYSC or designee, and Public Relations Office of the Department of Health and Human Services will provide public information.
 - 3. The Public Information Officer will coordinate the dissemination of authorized information and management of media representatives in conjunction with the Director of Operations-SYSC or designee.

IV. Information in this policy is intended to provide quick access to the emergency response procedures. The following policies contain incident specific response procedures beyond the emergency response:

- A. For incidents involving committed or detained youth escaping or absconding, refer to [Policy 2068 "Escape or Abscond."](#)
- B. For incidents involving attempted suicide/self-injury by a committed or detained youth, refer to [Policy 2054 "Suicide Prevention and Intervention"](#) and [Policy 2252 "Medical Injuries and Emergencies."](#)
- C. For incidents regarding youth hunger strikes, refer to [Policy 2277 "Hunger Strikes."](#)
- D. For incidents regarding sexual assault, refer to [Policy 2055 "Sexual Assault and Sexual Harassment."](#)
- E. For incidents involving fire, smoke, potential fire hazards, or fire alarms, refer to [Policy 2059 "Fire Safety Program."](#)

V. Training:

- A. All staff will be trained on SYSC emergency plans on an annual basis.
- B. Floor plans of the SYSC with the evacuation routes will be posted in the appropriate locations within the facility.