

FAMILY JUSTICE CENTER

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OPERATIONS MANUAL

ADD TAGLINE

Revised _____

INTRODUCTION

The Operations Manual for the Family Justice Center is designed to assist the domestic violence professionals working on-site at _____, by providing some basic information about the day-to-day procedures and operations.

We consider this Operations Manual to be a work in progress and welcome your feedback. Please send your suggestions to the Director of the _____ Family Justice Center, at _____.

We acknowledge the vision and leadership of the founders of the Family Justice Center and offer special thanks and recognition to them and other Family Justice Centers, for sharing their operations manuals from which our manual is modeled. We are also grateful to the many individuals of the Steering Committee who have contributed their comments and feedback.

Special thanks and recognition to the: (add stakeholders, personnel, etc. here).

TABLE OF CONTENTS

| | |
|--------------------------------------------------|----|
| Vision, Mission, and Objectives..... | 1 |
| Organizational Chart | 2 |
| Organizational Responsibilities | 3 |
| Hours of Operation | 7 |
| Client Services | 8 |
| Security Plan..... | 9 |
| Emergency Evacuation Plan | 11 |
| Response Plan..... | 12 |
| Violent Incident Response Plan..... | 13 |
| Client Emergency Protocol | 14 |
| Tarasoff Warning | 16 |
| New Staff Orientation..... | 18 |
| Internships and Volunteers | 19 |
| Appearance Guidelines | 20 |
| Site Visitor Protocol/Tours | 21 |
| Community Conference Rooms..... | 22 |
| Playroom Guidelines | 24 |
| Complaints and Conflict..... | 25 |
| Policy and Procedure Change | 27 |
| Forensic Medical Unit Protocol | 28 |
| Courtesy Reports..... | 29 |
| Parking Plan..... | 31 |
| Mail Run | 32 |
| Cleaning Maintenance | 33 |
| Copy and Fax Machine Use | 34 |
| Family Justice Center Supporting Documents | 35 |

VISION, MISSION, AND OBJECTIVES

Vision:

Mission:

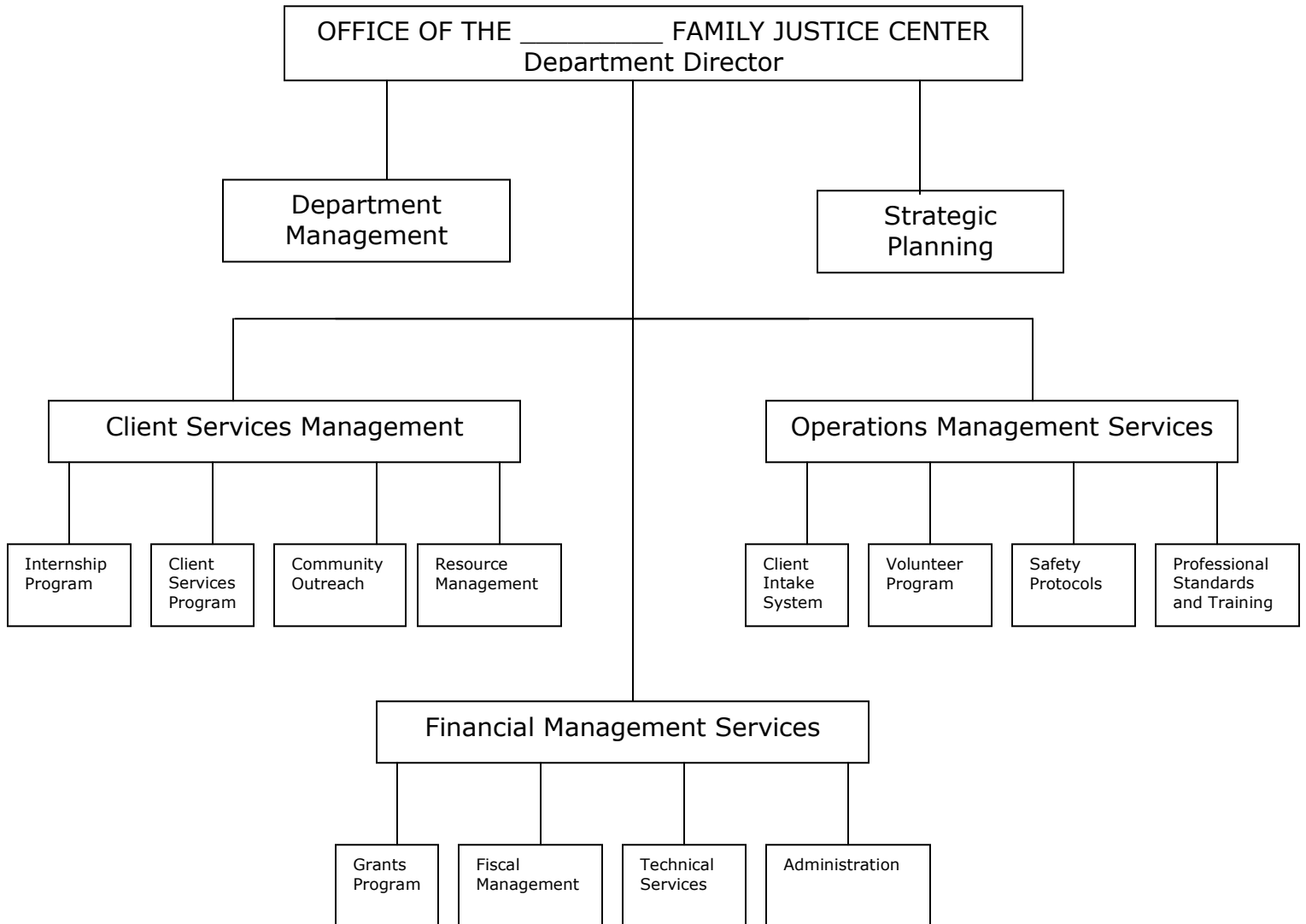
Objectives:

The FJC will work in a united effort to achieve the following objectives:

- Reduce the number of domestic violence cases that go unreported
- Ensure domestic violence perpetrators are prosecuted
- Provide help and resources to children exposed to domestic violence
- Afford appropriate medical care to victims of domestic violence
- Offer appropriate legal assistance to victims of domestic violence
- Reduce recidivism and homicides

ORGANIZATIONAL CHART

OFFICE OF THE _____ FAMILY JUSTICE CENTER



ORGANIZATIONAL RESPONSIBILITIES

On November 29, 2004, the Mayor and City Council unanimously passed an ordinance creating the Family Justice Center Department of the City of San Diego under the direction of the City Manager. The ordinance also created a Family Justice Center Steering Committee to assist the City Manager with long-term planning. On December 3, 2004, the City Manager subsequently appointed Gael B. Strack, JD, as the Director of the Family Justice Center Department (Family Justice Center or FJC).

Steering Committee:

The Family Justice Center Steering Committee consists of the Director of the Family Justice Center, the City Attorney, the Chief of Police for the City of _____, the Fire Chief for the City of _____, the current Chair of the Public Safety and Neighborhood Services Committee of the City Council, and the _____ County District Attorney. The role of the Steering Committee is to assist the Mayor and City Council by developing operational guidelines, a long-range strategic plan, and recommendations pertaining to programs, priorities, and staffing levels for the FJC.

FJC Administrative Team:

The Family Justice Center Administrative Team consists of the following personnel:

- Director
- Executive Secretary
- Manager of Client Services
- Budget & Grants Analyst
- Bilingual Information Specialist

The responsibilities of the Administrative Team (collectively and/or individually) include but are not limited to managing the day-to-day operations of the FJC; ensuring clients receive requested information and services; coordinating site visitors; assisting in the implementation of goals and objectives of FJC grants; coordinating the development of policies and procedures; developing and supervising the volunteer program and training materials; use of resources and facilities, as well as serving as liaisons to other on-site governmental and community partners. The FJC Team may also be supported by one or more Volunteer Administrators to assist with the Volunteer Program and day to day operations.

The FJC Staff works closely with the Site Committee of the FJC to handle day-to-day operational and policy issues. The Site Committee also works closely with on-site Community Partners and Community Leaders to implement the goals and objectives of the Family Justice Center's Strategic Plan.

Site Committee:

The Site Committee provides leadership and direction for the overall day-to-day management of the FJC. The Site Committee actively participates and works with Community Partners at the monthly Community Partners Meeting and quarterly Strategic Planning Meetings. The Site Committee consists of the following representatives:

- Director of the FJC Department
- Head Deputy City Attorney
- Lieutenant – Police Department
- Sergeant – Police Department
- Budget/Grants Analyst – FJC Department
- Manager of Client Services – FJC Department
- Community Partner
- Executive Secretary – FJC Department

The co-chairs of the Site Committee are representatives from the FJC Department and the _____ Police Department.

The FJC is divided into four separate units of operation: the FJC Staff, the Police Department's Domestic Violence and Elder Abuse Units, the City Attorney's Domestic Violence and Special Victims Unit, and Community Partners.

Police Department:

The _____ Police Department's Domestic Violence and Elder Abuse Units are co-located at the FJC. The unit consists of a lieutenant, sergeants, detectives and support staff. Also located on this floor is an advocate for the military.

City Attorney's Office:

The _____ City Attorney's Domestic Violence and Special Victims Unit (DV & Special Victims Unit) are co-located at the FJC. The DV & Special Victims Unit consists of prosecutors, legal secretaries, advocates, investigators, and support staff.

COMMUNITY PARTNERS:

The FJC on-site Community Partners (in alphabetical order) include:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____
19. _____
20. _____
21. _____
22. _____
23. _____
24. _____
25. _____
26. _____
27. _____
28. _____
29. _____
30. _____

On-site Community Partners meet once a month with the Site Committee for the purpose of sharing information, discussing new issues and policies, and implementing the goals and objectives of the FJC. The Community Partners' Meeting is held on the _____ of the month from ____ to _____. The FJC Director and _____ co-chair the committee.

Family Justice Center Volunteers:

Under the Supervision of the FJC Director and the Volunteer Program Administrator/Coordinator, FJC Volunteers help with the day-to-day operations of the Center. Primary duties include assisting clients seeking information and services at the FJC as outlined in the Volunteer Operations Manual.

Off-Site Community Partners and Advisors:

The FJC off-site Community Partners and Advisors (in alphabetical order) include:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____
19. _____
20. _____
21. _____
22. _____
23. _____
24. _____
25. _____
26. _____
27. _____
28. _____
29. _____
30. _____

The FJC off-site Partners and Advisors meet bi-annually with the Site Committee and on-site Partners to review the FJC's Strategic Plan and provide guidance and input.

HOURS OF OPERATION

The business hours for the FJC shall be Monday through Friday from 8:00 a.m. to 5:00 p.m., except on City-approved holidays.

The business hours for the Police Department will be ____ to ____, Monday through Friday.

Employees, Partners, and their guests desiring to gain entrance prior to or after working hours must check in and sign the log at the security desk.

CLIENT SERVICES

The Family Justice Center provides client services to victims of family violence, such as domestic violence, child abuse, sexual assault, elder abuse, and teen relationship violence that primarily occur within the City/County of _____.

Jurisdictional Issues

Clients who live within the City/County of _____ and are seeking services related to family violence are eligible for services at the Family Justice Center.

Clients who live outside the City/County of _____ and are seeking services related to family violence, may or may not be eligible for services at the FJC for a number of reasons including but not limited to jurisdictional issues, availability of services or a legal conflict. Nevertheless, it is the Policy of the FJC to **never turn a client away without some assistance, information and/or referral**. Every effort should be made to assist clients in need of services by providing information about the FJC, the legal system, and referrals to off-site partners and directions.

If the client has a scheduled appointment, the front desk shall:

1. Verify the identity of the client through a background check.
2. Notify the appropriate FJC staff representative of client's arrival.
3. Issue a CLIENT identification card.
4. Admit the client to the dining room area (or equivalent) until the arrival of the FJC staff representative unless other specific arrangements are made.

If the client does not have a scheduled appointment, the front desk shall:

1. Verify the identity of the client through a background check.
2. Evaluate the client's request.
3. Notify appropriate personnel.
4. Issue a CLIENT identification card if FJC Staff agrees to meet with the client.
5. Admit the client to the dining room area (or equivalent) until the arrival of the FJC staff representative.

At the conclusion of all visits, the client needs to return to the front desk for parking validation, if appropriate. If the client is not returning for parking validation, FJC staff should notify the front desk that the client has left the building.

(For Confidentiality Agreement see Attachment F)

CONFIDENTIAL
(Not to be given to the General Public)

SECURITY PLAN

In an effort to provide a safe and secure environment, the following security procedures shall be maintained by the FJC.

Staff Policy

Staff at the FJC will be required to wear their identification card or temporary identification card in a visible location **at all times** while on the premises.

All visitors will be required to display their visitor identification card in a manner that is easily visible on their outermost garment. There should never be anyone inside the FJC without a visible identification card. If anyone is seen without a visible identification card, it is the responsibility of the FJC staff to stop this person and ensure that they obtain the proper identification card immediately.

It is the responsibility of each staff member of the FJC to ensure this procedure is followed.

Community Partners are responsible for providing the FJC Director or Manager of Client Services written/email notice of any new Staff (employee, volunteer, intern and/or staff) within 10 days of their commencing work at the FJC.

Visitor Policy

All visitors shall check-in with the front desk and sign the visitor log and a confidentiality agreement that is provided to them. A visitor is any individual who is neither receiving services nor meeting with any on-site FJC staff member or community partner.

If the visitor has a scheduled appointment, the front desk shall:

1. Verify the identity of the visitor with valid photo identification.
2. Notify the appropriate FJC staff representative of visitor arrival.
3. Issue a VISITOR identification card.
4. Advise the visitor to remain in reception area until the arrival of the FJC staff representative unless other specific arrangements are made.

If the visitor does not have a scheduled appointment, the front desk shall:

1. Verify the identity of the visitor with valid photo identification.
2. Evaluate the visitor's request.
3. Notify appropriate personnel.
4. Issue a VISITOR identification card if FJC Staff agrees to meet with

- visiting individual.
5. Advise the visitor to remain in reception area until the arrival of the FJC staff representative.

At the conclusion of all appointments, the visitor needs to return to the front desk for parking validation, if appropriate. If the visitor is not returning for parking validation, FJC staff should notify the front desk that the visitor has left the building.

Floor Access

1. All visitors and members of the general public, unless escorted by a FJC staff member, will only have limited access to the 2nd floor.
2. The FJC Community Partners assigned to the 2nd floor will only have access to the 2nd floor. Each partner will be given a special keypad access code.
3. The FJC Community Partners assigned to the 7th floor will only have access to the 7th and 2nd floors. Each partner will be given a special keypad access code.
4. FJC Volunteers will have access to the 2nd floor, unless otherwise assigned.
5. Volunteer supervisors will have access to the 2nd and 7th floors.
6. The Family Justice Center Department will have limited access to all floors.
7. The San Diego Police Department will have limited access to all floors.
8. The City Attorney's Office employees will have limited access to all floors.

Limited access means that while FJC staff may have access to certain floors, it does not mean they have access to information and/or records. All FJC staff acknowledge and recognize that existing laws restrict access to certain records and information. In order to accomplish the goals of the FJC, the highest level of confidentiality and security must be maintained. As such, all FJC staff agree to honor the confidentiality rights of clients and community partners.

Identification Cards

Each person working within the FJC will have an identification card with the person's name and photograph. The FJC recognizes the following photo identification cards as valid identification cards:

- Family Justice Center Department
- _____ Police Department
- Office of the City Attorney
- Office of the Probation Department
- Medical Services
- Adult Protective Services
- Child Welfare Services
- Office of the District Attorney

CONFIDENTIAL

EMERGENCY EVACUATION PLAN

In the event of an emergency or when requested to do so, the FJC occupants will follow the emergency plan mandated by the building management. The Operations Manager will work to assist with the implementation of that plan.

As requested by building management, the FJC will participate in an annual fire drill. This annual fire drill is a requirement for every tenant of the building.

In the case of a multistory building, each floor may be assigned a floor warden and FJC tenants shall follow the direction of their designated floor warden.

Evacuation Procedure:

In the event of a fire or fire drill at the building, occupants are instructed to use one of the two building stairwells. The North stairwell is located on the north end of each floor next to the women's restroom. The South stairwell is located on the south end of each floor next to the men's restroom.

When evacuating the building during a drill or an emergency, occupants will use the appropriate stairwell based on the location of their workstation. If assigned a workspace in the North half of your floor, use the North stairwell. If assigned a workspace in the South half of the floor, use the South stairwell.

North Stairwell:

All occupants using the North stairwell should walk from their assigned floor down to the street level. The stairway will allow you to exit onto Broadway. Walk eastbound on Broadway toward 8th Street and southbound on 8th Street toward the corner of 8th and E Street.

South Stairwell:

All occupants using the South stairwell should walk from their assigned floor down to the street level. The stairway will allow you to exit toward the parking structure. Walk eastbound toward 8th Street and southbound on 8th Street toward the corner of 8th and E Street.

Once the occupants have reached the corner of E Street they will be required to check in with one of the Floor Wardens. The Floor Wardens will have overall responsibility of ensuring all occupants are accounted for.

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RESPONSE PLAN FOR SUSPECTS, PRISONERS AND/OR DEFENDANTS

The Family Justice Center is a one-stop justice and service center for victims of family violence and their children. To enhance the safety of clients, children and staff at the FJC, no defendants or suspects will be provided services at the FJC.

A limited criminal background check will be conducted to determine if a person seeking services has any local pending domestic violence/elder abuse case, restraining orders or warrants. Persons listed as suspects with pending DV/EA, Sexual Assault, Child Abuse cases, restraining orders or warrants will be referred to the FJC Director or Manager of Client Services for assessment. Factors to be reviewed include but are not limited to the following:

- Type of services requested
- Date of the prior domestic violence incident(s)
- Type and date of warrant
- Status of the criminal case
- Status of restraining and/or protective orders
- Prior history of victimization
- Consideration of dominant aggressor
- Risk to clients and/or staff

Generally, any person listed as a suspect will not be offered services if the offense occurred within the prior year.

Depending on the circumstances, the FJC may declare a conflict, decline to provide services, provide limited services, provide referrals for services to nearby agencies and/or seek law enforcement intervention when appropriate. In the event of a conflict, FJC staff will:

- Discreetly advise the client of the conflict and/or a warrant (To assist with warrant disclosure see Attachment G)
- Provide referral to nearby agencies
- Provide appropriate literature, brochures and/or directions
- Answer any questions and/or concerns in a respectful and patient manner

CONFIDENTIAL

VIOLENT INCIDENT RESPONSE PLAN

Due to the design of the FJC, it is anticipated that most incidents involving violent individuals will occur in the reception area. The following procedure is designed to address individuals who pose a threat to staff at the FJC:

- Activate a the Panic Button – Level 1 Emergency for a duty sergeant and detectives
- Call 911 immediately, then
- Notify a Domestic Violence Sergeant at _____.

The receptionist should notify the Police Department DV/EA Unit at _____ or _____ and/or building security at _____ for less severe incidents, which would NOT require a call for 911.

Medical Emergency:

Immediately notify the following individuals of a medical emergency:

If danger is imminent Call 911 and then contact:

- Police Department DV/EA Unit at _____ or _____ to contact a sergeant or duty detective.
- Manager of Client Services at _____.
- Forensic Medical Unit at _____.
- Building Security at _____.
- Building Management at _____.

If the sergeant or duty detective is unavailable, or other assistance is needed: **call the Police Department** at _____ (Non-Emergency line).

PLEASE NOTE: The above information is for the exclusive use of the FJC Staff, Community Partners and Volunteers. **DO NOT RELEASE**

CLIENT EMERGENCIES

Client emergencies involving violent incidents, medical emergencies and/or suicidal ideation (see below) may occur at the Family Justice Center. Such emergencies require all staff, community partners, and volunteers to follow established protocols and utilize standard emergency codes.

As in hospitals and other facilities, the following codes will be used to identify emergencies inside the Family Justice Center:

- Code Red: Fire
- Code Blue: Client requiring emergency medical care/CPR
- Code Green: Dangerous client or situation requiring assistance
- Code Pink: Child emergency requiring medical assistance/CPR
- Code Yellow: Suicidal client
- Code Purple: High profile and/or high risk clients

Client Verbalizing Suicidal Ideation:

"Suicidal Ideation" is defined by the Vocabulary of Loss: A Glossary of Suicide Related Terminology as "thoughts about completing suicide."

Expressions of suicidal thoughts must always be taken seriously. If a client comes to the Family Justice Center and makes a statement regarding suicide or of harming herself or himself careful attention must be given to any signs or indications of what the client is thinking. Verbal clues may include:

- "I wish I were dead"
- "All of my problems will end soon"
- "Everyone will be better off without me"
- "No one can do anything to help me"

The client might also report a history of prior suicide attempts, drug and/or alcohol abuse, or physical abuse. The Client may also report changes in appetite, appear to be deteriorating physically or in appearance, or appear to be giving away belongings in preparation for completing a suicidal act.

A useful acronym is SIG E CAPS:

- S: Change in Sleep
- I: Loss of Interest and pleasure
- G: Guilt
- E: Loss of Energy
- C: Not able to Concentrate
- A: Change or loss of Appetite
- P: Psycomotor retardation or agitation
- S: Suicidal Ideation

The client's mood and feelings should be observed. They may be sad, express feelings of helplessness, or guilt, but may also express hostility or mood changes.

High risk factors for suicide include:

- Bereavement or loss
- Humiliation or disgrace
- Family history of suicide
- Suicidal preoccupation and talk
- Well defined plans for suicide
- Persistence of sadness even when other symptoms of depression are getting better

To assist the client who is expressing suicidal ideation, immediately contact:

- Client Service Manager or Clinical Screener
- Do not leave the client alone.

If no one is available to make this assessment, contact the Duty Sergeant/Detective or if there is an imminent credible threat of suicide:

- Activate the Panic Button – Level 1 Emergency for a Duty Sergeant.
- Call the Police Department/911 immediately.
- Alert Building Security at _____.

In ALL cases of emergencies or unusual occurrences immediately notify:

- Manager of Client Services and/or the FJC Director.
- Any available Sergeant at _____ or _____.

If the client voluntarily requests to go to a mental health center and needs transportation, call the Police Department non-emergency line at _____ for a law enforcement response.

To maximize staff and client safety, also consider the following:

- The person calling 911 should not be in the same room with the client.
- Remove all other clients from the lobby.
- Encourage staff not involved with the incident to remain within their assigned work areas.
- Advise responding officers of floor plan and alternative exits.
- Assign a designated staff member to wait for the Police Department in the lobby to provide direction and additional information.
- Be prepared to give the officers a description of the client in crisis.

Prepare an FJC Incident Report. (See Attachment C)

TARASOFF WARNING

The Tarasoff decision deals with responsibility of the psychotherapist to warn victims of potential violence by clients. Simply stated, this means that the psychotherapist-patient privilege is overshadowed by the therapist's responsibility to warn an intended victim.

A. The general legal requirements for Tarasoff warnings:

1. The duty to warn arises whenever the therapist determines, or pursuant to standards of the profession should determine, that the patient presents a serious danger to another. If a patient threatens physical violence against someone, the threat must be a serious one and the victim or victims must be reasonably identifiable. Some examples of when a victim is "reasonably identifiable" include: a) the victim is specifically named by patient (ex. Bob Smith of 123 Sesame Street); b) the victim is easily identifiable by their relationship to the patient (ex: my mother, brother, employer, colleague, competitor, etc.); or c) other easily recognizable trait (ex.: the Mayor, my congressman, the anchor for the Channel 22 5 p.m. news hour). In order to discharge the duty to warn, the therapist must make reasonable efforts to communicate the threat to the victim or victims and must notify a law enforcement agency.

2. Persons to be notified in a Tarasoff situation must include the intended victim, and the police. The therapist must take all necessary steps to warn the victim of the circumstances such as attempting to contact the potential victim by telephone and/or letter. This may include telling other persons who are in a position to warn the victim. It is reasonable to provide the name and address of the client making the threats and the nature of the violence that the client has threatened. It is not permissible to provide the police or the victim access to confidential patient records without a valid court order, however.

B. Serious consideration should be given to initiating a 72-hour involuntary evaluation hold pursuant to Welfare & Institutions Code 5150 on the patient.

C. Once a decision has been made as to how the situation will be handled clinically, this should be carefully charted and/or documented. The therapist needs to chart what information was disclosed, to whom, when and why.

D. The name and location of the law enforcement agency contacted and the name and badge number of the officer must also be included in the chart.

E. A written incident report must always be completed by clinical staff and distributed through appropriate channels when a Tarasoff warning has taken place. This report would include the name of the staff member issuing the warning, the name of the supervisor and any other persons involved in the decision, as well as the circumstances surrounding the warning.

In addition, the report must indicate:

1. The patient communicated to the therapist a threat of physical violence.
 2. That this threat was a serious one.
 3. The reasons why the victim or victims were reasonably identifiable.
- The report must be provided to Rebecca Lovelace within one week of the incident or as soon as possible.

If a therapist makes a Tarasoff warning by making reasonable efforts to communicate the threat to the victim/s and to a law enforcement agency, the therapist is immune from suit by the victim/s even if the victim is subsequently injured. Civil Code § 43.92(b). Moreover, such disclosures are authorized by law, Welfare & Institutions Code §5328(r) and do not breach client/therapist confidentiality rules.

NEW STAFF ORIENTATION

Orientation for new staff members will be held on _____ of each month.

(See Attachment E)

**Community Partners are responsible for providing the Client Service Manager notice of any new staff member within 10 business days of their commencing work at the FJC. Community Partners are responsible for insuring any new staff attends the New Staff Orientation.*

VOLUNTEER & INTERNSHIP PROGRAMS

The _____ Family Justice Center offers volunteer opportunities and student internship programs for individuals seeking hands-on experience with On-Site Community Partners. *Please note that all individuals who work at the FJC, volunteer and/or intern, are subject to a background check and must sign a confidentiality statement.*

Volunteer Program:

Individuals interested in volunteering at the Family Justice Center should contact the Volunteer Administrator.

Legal Services:

Law students, paralegals and/or lawyers seeking to gain criminal work experience in the City Attorney's Domestic Violence & Special Victims Unit, should contact the Head Deputy of the City Attorney's Office Domestic Violence & Special Victims Unit or to gain civil work experience at the Family Justice Center should contact _____ at _____, and/or a local Volunteer Lawyer Program at _____.

Medical Advocacy:

Individuals with a medical or forensic background can intern and/or volunteer in the Forensic Medical Unit by providing administrative support, health advocacy or forensic documentation. (Contact the FMU Administrator)

Spiritual Support:

Individuals can intern and/or volunteer in the Chaplain's Program and provide victims non-denominational spiritual support. (Contact the Chaplain Coordinator)

Victim Advocacy And Support:

Undergraduate and graduate students seeking to gain work experience in our advocacy program and/or in a clinical setting should contact the Volunteer Administrator.

Interpreter Program:

Individuals seeking to provide interpreting services should contact the Bilingual Information Specialist.

Business Majors:

Students seeking a business project for a final grade should contact the FJC Director.

FAMILY JUSTICE CENTER DRESS CODE

Staff at the FJC shall maintain a professional appearance through attire reflecting the specific requirements of his/her job duties.

- Dress in clean professional clothing.
- Maintain an inoffensive level of personal hygiene.
- Dress in a professional manner. Tank tops, midriff tops, biker shorts or workout clothing, shear clothing, flips-flops or thongs are inappropriate attire. ***If in doubt, ask or don't wear it.***
- Clothing which bears a sexually suggestive, obscene, or profane symbol or word is prohibited.

Appropriate Attire

| <u>Men</u> | <u>Women</u> |
|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|
| Shirts Ties Vests Suit Jackets | Blouses Skirts (of appropriate length) Suits Dresses |
| <u>Both</u> | |
| Slacks Golf shirt or shirt with collar Jeans (must be clean with no holes, tears, frays, etc.) | |

*Casual attire is appropriate to wear every Friday.

SITE VISITOR PROTOCOL

All requests to visit the Family Justice Center should be directed to the Executive Secretary of the FJC Director at _____.

FJC presentations and tours will be conducted on _____ of each month with the presentation provided from _____ to _____ p.m. and the tour from _____ to _____ p.m.

Special requests for out-of-town visitors will be evaluated by the Executive Secretary to assess:

- Nature and length of visit
- Number of visitors
- Availability of FJC Staff and Community Partners
- Availability of meeting space

For visitors interested in visiting off-site partners and their facilities, contact information will be provided for those agencies. Site visitors and/or respective points of contact for off-site partners will be responsible for making necessary arrangements.

Visitors will be directed to a website where they can make arrangements for hotel, car rental, plane tickets and general _____ information through the _____ Convention and Visitors Bureau.

COMMUNITY CONFERENCE ROOMS

Conference rooms are available at the FJC for the reasonable use of the FJC staff and for meetings associated with FJC operations.

On the 7th Floor:

- One large training room – accommodates 100 people classroom seating or 165 standing (Room 7a)
- One small conference room (DV Council office)- accommodates 6 people (Room 7b)
- One lunch/conference room – accommodates 10 people (Room 7c)

On the 5th Floor:

- One medium-size conference room – accommodates 20 people (Room 5a)
- Priority provided to City Attorney's office

On the 2nd Floor:

- Two group counseling rooms – accommodates approximately 10 people (Rooms 1, 2 and 3)
- Priority provided to clients

Reserving a conference room:

- Contact FJC Executive Secretary for 5th and 7th floor reservations and the Bi-lingual Information Specialist for 2nd floor reservations.
- Fill out a *Request for Conference Room* form (which room, floor, date, time, number of participants, and a contact person and number)
- Use of audio/visual equipment must also be coordinated in advance. The FJC does not have on-site technical assistance to assist you with AV equipment. Existing staff must be available for clients seeking services and FJC operations.

(See Attachment B)

GUIDELINES FOR VISITORS USING THE CONFERENCE ROOMS

- Please turn cell phones and pagers to *off* or *vibrate*.
- Please step out to the elevator lobby or hallway if you must take a call.
- Please do not enter restricted areas of the FJC.
- Please return conference room to the original configuration after your meeting.
- Please clean up the conference room after meeting, including table.
- Please provide your own food and beverages.
- Please provide for your own parking. Parking will not be validated unless arrangements have been made prior to the meeting/conference and approved by the FJC Director or Operations Manager.
- Please honor the privacy and confidentiality of clients using services here. Whatever you may see or hear during your visit at the FJC stays here.
- Please remember to close doors during your meeting.
- Please wear ID or your visitor nametag at all times.

PLAYROOM GUIDELINES

The goal of the children's playroom is to provide a physically and emotionally safe play environment that recognizes the developmental, emotional and social needs of children and to provide supervision and play activities for children whose parents are receiving FJC services.

Functions and Responsibilities of Volunteers in the Playroom:

- The playroom should be set up and maintained with materials that are age-appropriate for the children present. The playroom should not have any toys/objects that are small enough to be choked on or swallowed. Toys should all be easily cleanable and should be disinfected on a regular basis. Volunteers should make sure that the playroom is clean and toys are put away at the end of their shift.
- Volunteers are encouraged to engage children in play and craft activities during their time in the playroom. Attention should be given to determining and monitoring the special needs of each child.
- Children should never be left alone in the playroom. If a child needs assistance using the restroom, the volunteer is instructed to get another volunteer or a staff member to supervise the playroom while he/she is absent.
- When children leave the playroom to go into a partner's or therapist's office, they need to take their belongings with them.
- Every effort should be made to ensure that the playroom is a healthy environment. If the volunteer determines that a child is sick, the volunteer is instructed to locate the child's parent and request that the parent take the child out of the playroom.
- The playroom should promote safe interactions between children. If a child endangers the safety of another child in the playroom, the volunteer is instructed to locate the child's parent (or therapist if parent is not present) and request that the parent (or therapist) take the child out of the playroom.

COMPLAINTS BY CLIENT AND/OR PUBLIC

FJC staff is part of a team of dedicated, qualified individuals whose goal is to support victims of family violence and their children. Every effort is made to provide services in a manner that is high quality and non-discriminatory.

In the event of a complaint about FJC services, the complainant will be asked to do the following:

1. Discuss their concerns with the supervisor from the agency involved.
2. If the supervisor is not available, the complainant shall be directed to contact the Client Services Manager.
3. The Client Services Manager will maintain the complainants contact information and specific information about the incident or concern.
4. The Client Services Manager will contact the involved agency/supervisor and advise the complainant when s/he can expect to hear back from that agency.
5. If the complainant is not satisfied that their concerns were adequately addressed by the involved agency, they may then request a review by the FJC Director.

FJC CONFLICT RESOLUTION POLICY

See Attachment A.

POLICY AND PROCEDURE CHANGE
AND/OR IMPLEMENTATION

1. Seek input from individuals directly impacted by the suggestion.
2. Suggestions shall be submitted in writing to one of the Site Committee members.
3. The Site Committee member will share the recommendation with other members and report back with the resolution.
4. The decision will then be circulated to all on-site Community Partners.
5. Any new policy/procedure will be incorporated into the Operations Manual.

Requests for changes to existing FJC policy or procedures need to be submitted to the FJC Site Committee in writing. (Attachment D)

FORENSIC MEDICAL UNIT PROTOCOL

Clients should be referred to the Forensic Medical Unit for forensic documentation and/or limited medical services when a client presents with any of the following:

- Pain and/or visible injuries resulting from a physical assault
- Evaluation for strangulation, head and/or internal injuries
- Injuries requiring follow-up photos
- Shortness of breath/strangulation
- Basic medical care and questions
- Pediatric questions and care
- Documentation of visible injuries

Prior to receiving services from the FMU, clients shall be advised of the California Medical Mandated Reporting Law and the legal requirement of FMU staff to report any known or suspected injuries of domestic violence to law enforcement. Services at the FJC and the FMU are voluntary. As such, the client shall be given an opportunity to "opt out" of receiving FMU services.

Clients/patients seeking services related to child abuse and/or sexual assault will be referred to _____.

FILING A COURTESY REPORT

Occasionally clients seeking services at the Family Justice Center may wish to report a crime of domestic violence. Under such circumstances, FJC Staff should contact Law Enforcement at the FJC or in the county in which they reside.

I. POLICE RESPONSE TO OUT OF JURISDICTION CRIMES

If the responding agency determines that the abuse took place in another jurisdiction, the following procedures are encouraged:

- A. Attempt to contact the agency in the county where the crime occurred.
- B. Ascertain if the agency will send officers to conduct an investigation in that county in a timely manner.
- C. While waiting for the responding officers from the jurisdiction where the crime occurred, prepare a short report to document anything the officer witnessed firsthand.
 - a. Actions of the victim or suspect in the officer's presence.
 - b. Statements made by the victim or suspect in the officer's presence.
 - c. Demeanor of the victim or suspect.
- D. If an officer from the jurisdiction where the crime occurred is unavailable, prepare a "courtesy" report and submit it to the proper agency.

An effort should be made to recover any relevant evidence including photographs of the injuries but must be submitted to the proper agency for chain of custody.

II. COMPLETED COURTESY REPORT

- A. When the "courtesy" report is completed, the responding agency should make arrangements with an officer from the jurisdiction where the crime occurred to complete the investigation. Arrangements can be made to meet at a halfway location between the two agencies, or even to have an agency between the two agencies assist in relaying the completed investigation to its destination.
- B. When this is not possible, the following steps should be taken:
 - a. Notify the agency where the crime occurred that the report has been made. This can be done via telephone or through the communications section.
 - b. Fax a complete copy of the investigation to that agency's record section and/or to the investigative unit responsible to investigate the crime.
 - c. Confirm with that agency that the Fax was received, is complete, and is legible.
 - d. Mail the original report, property tags, and photographs to that agency's records section.

Note: The quicker an Investigator can contact a victim, the better chance the investigator will have in finding a victim who will cooperate in the follow-up investigation. To facilitate this, it is important that the completed report reach the Investigative Unit responsible for investigating this incident as quickly as possible.

PARKING PLAN

Parking for FJC staff is located at _____.

Community Partners are responsible for their own parking as specified in the Partnership Agreement.

City owned police, city attorney and FJC vehicles assigned to the FJC will be parked in assigned spaces.

Persons driving vehicles to work that exceed 6 feet 3 inches in height will need to pay an additional cost to reserve an outdoor parking space.

Parking validation will be given to official visitors and FJC volunteers at the reception area. An official visitor is any individual conducting official business with the FJC, Police, City Attorney's Office, or Community Partner.

Parking validation will not be provided for friends or family members of FJC staff or those individuals not on official business.

Parking validation will be provided to FJC employees only when using a personal vehicle for a legitimate business purpose.

MAIL RUN

FJC Personnel and on-site Partners will receive mail at the Center's street address:

U.S. Mail is picked up from the Center's reception desk and distributed daily in the Family Justice Center Team Area by the Administrative Assistant except on regular federal holidays.

The County will be responsible for providing inter-office mail pick-up and delivery.

CLEANING MAINTENANCE

The landlords will provide cleaning maintenance for the FJC. Although the cleaning crew has completed and passed a background security check, staff should maintain sensitive information and files under lock and key.

The cleaning maintenance crew will be responsible for the following:

- Vacuuming
- Dusting
- Trash
- Mopping
- Bathroom
- Kitchen

FJC staff members are reminded to maintain a clean workspace and rotate cleaning duties in the kitchen.

Cleaning Times:

The cleaning staff will clean the FJC _____.

If there is a maintenance emergency, please contact the FJC Director.

COPY AND FAX MACHINE USE

FJC On-site Partners are provided access to and use of the FJC copy and fax machines in the front office reception area in exchange for compliance with reasonable use limitations and assistance with paper supply.

All Partners must provide their name and number of copies made on the clipboard located near the copy machine.

All Partners are asked to contribute to the FJC paper supply as requested by the Office Manager.

If a Partner wishes to use the copy machine for a large project consisting of more than 50 pages, they are asked to notify and consult with the Office Manager prior to such use.

SUPPORTING DOCUMENTS

Attachment A: Conflict Resolution Policy

Attachment B: Facility Use Application

Attachment C: Incident Report Form

Attachment D: Suggestion Form

Attachment E: New Staff Orientation Checklist

Attachment F: Confidentiality Agreement

Attachment G: Courtesy Warrant Disclosure

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Family Justice Center

Conflict Resolution Policy

Conflict at the workplace is normal and should be anticipated. Our challenge is to resolve conflict at the earliest possible time and at the lowest possible level. An effective conflict resolution process honors the confidentiality of all parties involved and addresses everyone's concern in a thoughtful and respectful manner. Our intent is to provide an environment where individuals can feel safe to talk to each other (instead of about each other), promote collaboration as we learn how to work together and develop creative solutions to problems that mutually benefit everyone involved. Below are some suggested guidelines:

- Address the concern directly with the person in a private setting.
- Address the issue as soon as you have had an opportunity to analyze the situation. Be empathetic. Place yourself in the other party's shoes and try to see the situation from another perspective. Meet at a time when you are not angry or upset.
- Look for an opportunity to find a mutually beneficial resolution. Consider what options are available to resolve the conflict in a way that will enhance the professional relationship between you and the other party as well as maintain a harmonious workplace environment.
- Brainstorm with the other party and try to come up with as many solutions as you can and then evaluate each of the options and choose the one that will be most beneficial to both parties. Remember: a solution that benefits only one party simply prolongs the conflict and may simmer for a while and lead to other conflicts.
- Be open to feedback and make every effort to respond in a positive, calm manner.

If the issue cannot be resolved with the individual directly, don't give up. Ask the party to bring the matter to a neutral, appropriate, and confidential third party or discuss the matter with the individual's supervisor. **Remember: do not discuss personal conflicts with others at the FJC. Rumors and gossip will only aggravate the problem.**

When differences cannot be resolved through informal discussions, the FJC will provide a formal and neutral review procedure to facilitate the resolution process. All formal complaints shall be in writing and submitted to the FJC Director within 30 days of the conflict. The complaint should state what happened and what steps were taken to resolve the matter. The FJC Director will conduct a fact-finding and meet with all the parties concerned in an effort to resolve the matter.

 NAME

 DATE

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Facility Use Application

For use of Family Justice Center facilities by an unaffiliated organization.

| | | | |
|------------------------|---------------------|---------------------|--------------|
| NAME OF ORGANIZATION | DATE OF EVENT | START TIME | END TIME |
| NAME OF CONTACT PERSON | PHONE # | EMAIL ADDRESS | # EXPECTED |
| ROOM TO BE USED | REQUESTED EQUIPMENT | REQUESTED EQUIPMENT | SET UP STYLE |

AGREEMENT

For consideration and use of the listed space and equipment, I hereby acknowledge and agree to the following:

1. The **Family Justice Center** will NOT be responsible for the room set-up.
2. The **Family Justice Center** will NOT be responsible for the room clean up.
3. The **Family Justice Center** will NOT be responsible for providing paid parking.
4. The **listed organization** WILL be responsible for the room set up.
5. The **listed organization** WILL be responsible for the room clean up.
6. The **listed organization** WILL be responsible for any parking cost.
7. The **listed organization** WILL be responsible for returning the room to its original condition before departure.

ROOM CAPACITY: CONFERENCE ROOM A

| <u>STYLE</u> | <u>SEATING</u> | <u>TABLES</u> |
|--------------|----------------|---------------|
| Theatre | 50 – 120 | None |
| Classroom A | 25 – 45 | 13 |
| Classroom B | 32 – 55 | 19 |
| Conference | 14 – 46 | 19 |

Other conference rooms: _____.

| | | |
|--------------------|----------|------------------------------------------|
| APPROVED BY | POSITION | DATE |
| STYLE | # TABLES | # CHAIRS |
| | | AV TECH Y N |
| | | PARKING PROVIDED Y N |
| EQUIPMENT PROVIDED | | |

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Incident Report

Should be filed and kept in secure location; include all related documentation and follow-up documents.

| | | | |
|-------------|-------|-------|-------|
| Staff Name: | Date: | Time: | Type: |
|-------------|-------|-------|-------|

| |
|-----------|
| Location: |
|-----------|

| |
|-----------|
| Synopsis: |
|-----------|

| |
|----------|
| Printed: |
|----------|

| |
|----------------------|
| Additional Comments: |
|----------------------|

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Suggestion Form

| | | | |
|-------------|-------|-------|-------|
| Staff Name: | Date: | Time: | Type: |
|-------------|-------|-------|-------|

Suggestion:

Project Manager _____

Executive Director _____



APPROVED



NOT APPROVED

Comments:

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New Staff Orientation Checklist

Name of new staff:

Name of sponsoring Community Partner or Dept:

First day of work:

- Background clearance
- Assignment of work space
- Tour and orientation to the FJC – Third Wednesday of the month from 8am to 4pm
- Issuance of ID badge or approval of use of existing ID badge
- Completion of Contact Information and Emergency Contact
- Copy of bio
- Copy of FJC phone directory
- Copy of FJC Operations Manual
- Review of parking procedures and use of parking validation

Date completed: _____ by: _____
Operations Manager

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FAMILY JUSTICE CENTER

CONFIDENTIALITY AGREEMENT

Should be signed by all employees and volunteers before they begin work with clients.

I, _____ (name and position), understand that maintaining a client's confidentiality is paramount to a client's safety.

I am required to keep clients' confidences and may not disclose (including to other project personnel) any information regarding a client without express permission, preferably in writing.

I will not discuss client matters in public spaces, including hallways or open offices and/or conference rooms at the FJC.

I will not publicly acknowledge a client without his/her express permission.

I will direct my questions regarding confidentiality to my immediate supervisor,

If s/he is unavailable, I will direct my questions to the Director of the Family Justice Center

I understand that a knowing and voluntary violation of the confidentiality policy can jeopardize my working relationship and/or assignments at the Family Justice Center.

Date

Signature of employee

Date

Signature of supervisor (if needed)

Date

Signature of witness

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Courtesy Warrant Disclosure

Provide copy to: (1) Client; (2) FJC; (3) City Attorney; & (4) Superior Court

This is to inform you that there is a warrant for your arrest relating to:

Case # _____ Case # _____

Case # _____ Case # _____

It is your legal obligation to address any warrants for your arrest with the court. This notice is being provided as a courtesy to you.

To address the above listed warrant(s), please go to _____ Superior Court,
located at:

Information Desk will be able to help you.

The court will accept "walk-ins" without any appointment Monday through Friday before noon. If you cannot afford an attorney, one will be appointed to assist you. You may also consult your own private attorney.

I hereby acknowledge that I have been given notice of the above listed warrants.

Signature

Date

Print Name

Date of Birth