



SECURITY		
4058.02 Handle with Care Program	Effective	01/31/2019
	Replaces	4058.02
	Dated	10/15/2002

Arizona Department of Juvenile Corrections (ADJC) ensures designated employees receive training in behavior management of juveniles who are in a crisis situation. The Handle with Care (HWC) program addresses juveniles who fail to respond to progressive intervention and who display a direct threat to harm themselves or others.

AUTHORITY

Arizona Revised Statutes (A.R.S.)	
41-2804	Duties and Powers of the Director
13-401	Unavailability of Justification Defense; justification as defense
13-417	Necessity Defense
American Correctional Association (ACA)	
JTS-3A 16-18	Use of restraints
JTS-3A 26-31	Security Equipment
National Commission on Correctional Health Care (NCCHC)	
Y-I-01	Use of Mechanical Restraint

DEFINITIONS

- Agency Personnel:** For the purposes of this procedure sworn, certified ADJC Special investigators trained and certified by Arizona Peace Officer Standards and Training (AZ-POST), Parole Officers, and agency personnel directly supervising the activities or movement of juveniles committed to the Department.
- Chemical Agents:** The use of chemical agents is considered a less lethal tactic. Oleoresin Capsicum (Cayenne Pepper) is a less lethal weapon designed to disrupt the intended thought process, with no lasting after effects. Oleoresin Capsicum is commonly referred to as OC or pepper spray.
- Compel Movement:** The physical force used to cause the movement of a person from one location to another.
- Deadly Force:** Any control tactic or use of force/control which, by its design or intended use, could produce serious physical injury or death to an employee or to another person. Deadly force **does not include** the discharge of a firearm for training or qualification, hunting or sporting events, test firing in the Crime Lab, dispatching of injured animals, tactical extinguishing of lights, or any other circumstances or situations.
- Deadly Force Incident:** All instances in which an officer uses deadly force/control in the line of duty or when acting in a law enforcement capacity.

6. **Deadly Weapon:** Anything designed for lethal use in a lethal manner, including a firearm.
7. **Use of Force in Education: in the context of Education, the following definitions apply:**
 - a. **Mechanical Restraint:** refers to the use of any device or equipment to restrict a student's freedom of movement. The term does not include devices implemented by trained school personnel, or utilized by a student that have been prescribed by an appropriate medical or related services professional and are used for the specific and approved purposes for which such devices were designed, such as:
 - i. Adaptive devices or mechanical supports used to achieve proper body position, balance or alignment to allow greater freedom of mobility than would be possible without the use of such devices or mechanical supports;
 - ii. Vehicle safety restraints when used as intended during the transport of a student in a moving vehicle;
 - iii. Restraints for medical immobilization; or
 - iv. Orthopedically prescribed devices that permit a student to participate in activities without risk of harm;
 - v. Mechanical restraint does not include a student who is handcuffed by law enforcement personnel during an arrest.
 - b. **Physical Restraint-** refers to a personal restriction that immobilizes or reduces the ability of a student to move his or her torso, arms, legs or head freely. The term physical restraint does not include a physical escort.
 - c. **Physical Escort** means a temporary touching or holding of the hand, wrist , arm, shoulder or back for the purpose of inducing a student who is acting out to walk to a safe location.
 - d. **Seclusion-** refers to the involuntary confinement of a student alone in a room or area from which the student is physically prevented from leaving. It does not include a time out.
 - e. **Time out-** is a behavior management technique that is part of an approved program, involves the monitored separation of the student in a non-locked setting, and is implemented for the purpose of calming.
8. **Empty Hand Control:** A method of control used without the aid of equipment or weapons:
 - a. **Soft Empty Hand Techniques:** The subcategory that includes escort control holds, touch pressure points, and take down techniques that have a minimal chance of injury;
 - b. **Hard Empty Hand Techniques:** The subcategory that includes kicks, punches or other striking techniques such as a brachial stun or other strikes to key motor points that have a moderate chance of injury.
9. **Full-Body Restraint:** Mechanical devices used to restrain a person to a bed or a chair especially designed for this purpose.
10. **Health-Trained Personnel:** Individuals trained in limited aspects of health care, as directed by the responsible physician which may include Youth Correctional Officers or other non-health personnel.
11. **Jeopardy:** Exposure to or imminence of death, loss, or injury.
12. **Mechanical Restraints:** Mechanical device(s) used to aid in the restriction of a person's bodily movement. The use of mechanical restraints by employees shall not be construed as "Use of Force" unless other forcible restraint measures have been applied in response to physical resistance by the juvenile. Mechanical restraints are limited to:
 - a. Hand cuffs;
 - b. Waist chain and handcuffs (upper);

- c. Ankle cuffs (lower);
 - d. Full: Both upper and lower restraints;
 - e. Upper and lower restraints with a lead chain;
 - i. Lead Chain: A chain that attaches the upper and lower restraints with or without a waist chain.
 - f. Leg brace; and
 - g. Spit Shield/Mask: A shield or a mask that agency personnel may place over the restrained juvenile's face to prevent the juvenile from biting or spitting on another individual.
- 13. Officer Presence:** The method of control/force which includes the mere presence of an agency employee.
- 14. Physical Custody:** The boundaries/perimeters that have been clearly and unequivocally defined either by the physical structure of the secure facility in which a juvenile is confined, by written instructions published to all affected juveniles, or by verbal instruction to juveniles under direct supervision outside the boundaries of a secure facility.
- 15. Positional Asphyxia:** The reduction in oxygen in the bloodstream and tissues due to an impairment of a person's respiratory system caused by body positioning or the application of external weight/pressure, resulting in death. Predisposing factors include obesity, alcohol/drug use and enlarged heart.
- 16. Preclusion:** Elimination of all lesser means of control/force. The lesser means of control/force have been tried and they have not been effective or the type of resistance is greater than the method of control/force.
- 17. Progressive Behavior Control:** Agency personnel intervention ranging from discussion to application of maximum-control restraints to the extent necessary to control a juvenile's unacceptable behavior.
- 18. Progressive Mechanical Restraints:** Any application of mechanical restraints used in a progressive manner to restrict movement of juveniles to prevent injury to themselves or others which does not include:
- a. The restraint of a juvenile to fixed object such as a bed or chair;
 - b. The use of handcuffs when escorting juveniles to the Separation Unit; or
 - c. The use of mechanical restraints during off-site transport for the purpose of escape prevention.
- 19. Punishment:** A penalty imposed for wrongdoing.
- 20. Reasonable Belief:** The conclusion based upon facts and/or totality of the circumstances that a reasonable person would believe to be true.
- 21. Restraint:** The complete or partial constraint of a person's bodily movement through physical or mechanical means.
- 22. Serious Physical Injury:** Any physical injury which causes serious and permanent disfigurement, serious impairment of health, or loss or protracted impairment of a function of any bodily organ or limb.
- 23. Use of Force:** Any physical contact exerted upon a person to compel or limit bodily movement.
- 24. Verbal Control: Persuasion, Negotiation, or Command:** Includes instruction or direction from another individual in the form of a verbal statement(s) or command(s).

PROCEDURES

1. Handle with Care training shall be mandatory for the following ADJC employees. **THESE LISTED EMPLOYEES** shall demonstrate proficiency in all self-protection and restraint HWC skills while employed in the following job classifications:
 - a. Youth Corrections Officer series;
 - b. Housing Unit Managers;
 - c. Youth Program Officer IIIs;
 - d. Recreation employees;
 - e. Food service employees:
 - i. Food service employees who were previously in an YCO series position and wish to maintain their HWC skills in order to respond.
 - f. Maintenance employees:
 - i. Maintenance employees who were previously in a YCO series position and wish to maintain their HWC skills in order to respond.
 - g. Parole Officers:
 - i. Parole Officers who employ HWC self-protection techniques in the community are expected to utilize force in accordance with Procedure 4058.01 Use of Force Continuum, to retreat to a safe location, to contact local law enforcement and ADJC Administrative/Supervisory personnel as needed, and to report the incident and file charges as warranted/determined.
 - h. Warrant Unit employees;
 - i. Inspections/Investigations employees; and
 - j. Any other classification whose work expectations, Position Description Questionnaire, or list of essential functions requires juvenile physical intervention.
2. HWC self-protection techniques (escapes, releases, and blocking) training shall be mandated **FOR ALL OTHER ADJC EMPLOYEES NOT LISTED IN PROCEDURE 1 AND WORKING IN THE SECURE CARE FACILITY. THESE EMPLOYEES** shall:
 - a. Not be expected to perform full HWC restraint techniques;
 - b. Call for assistance where further restraint techniques may be needed; and
 - c. Provide support by assisting officers as necessary.
3. **Use of Force in Education:** School staff shall not engage in HWC techniques listed other than those included in Procedure 2, above (self-protection techniques: escapes, releases, and blocking):
 - a. **Mechanical Restraint:** refers to the use of any device or equipment to restrict a student's freedom of movement. The term does not include devices implemented by trained school personnel, or utilized by a student that have been prescribed by an appropriate medical or related services professional and are used for the specific and approved purposes for which such devices were designed, such as:
 - i. Adaptive devices or mechanical supports used to achieve proper body position, balance or alignment to allow greater freedom of mobility than would be possible without the use of such devices or mechanical supports;
 - ii. Vehicle safety restraints when used as intended during the transport of a student in a moving vehicle;
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 - d. **Seclusion-** refers to the involuntary confinement of a student alone in a room or area from which the student is physically prevented from leaving. It does not include a time out.
 - e. **Time out-** is a behavior management technique that is part of an approved program, involves the monitored separation of the student in a non-locked setting, and is implemented for the purpose of calming.
4. The **STAFF DEVELOPMENT AND TRAINING BUREAU ADMINISTRATOR** shall ensure:
- a. The HWC Program is only taught by ADJC Certified Instructors;
 - b. ADJC Master Instructors are re-certified every two years by HWC Behavior Management System Inc. employees in accordance with established ADJC rates and the applicable ADJC contract;
 - c. ADJC Basic Instructors are trained and re-certified annually by HWC ADJC Master Instructors;
 - d. ADJC shall maintain a sufficient number of agency certified instructors;
 - e. HWC instruction is provided at the ADJC Academy for pre-service employees; and
 - f. HWC refresher instruction is provided annually on an in-service basis.
5. **STAFF DEVELOPMENT AND TRAINING PERSONNEL** shall ensure:
- a. HWC instruction is conducted by teams of certified instructors;
 - b. Each class of instruction has a minimum of two instructors present;
 - c. No class is to exceed a 1:8 instructor to student ratio;
 - d. Ensure that all participants in the course immediately report any pre-existing injuries or conditions that could be exacerbated during the course of the training in order to prevent potential injury or re-injury; and
 - e. **EACH TRAINING TEAM** shall identify a Team Leader. The **TEAM LEADER** shall:
 - i. Be present for all classes to provide hands on training, observation, and spotting while students are demonstrating physical techniques;
 - ii. Maintain classroom management;
 - iii. Ensure that certified instructors complete the appropriate Form 4058.02A or 4058.02B Handle with Care Practical Application Exam to record each participant's demonstration of skills; and
 - iv. Ensure that all copies of Form 4058.02A and 4058.02B Handle with Care Practical Application Exam are forwarded to the secure facility training officer.
6. The **STAFF DEVELOPMENT AND TRAINING BUREAU ADMINISTRATOR IN CONJUNCTION WITH CERTIFIED MASTER INSTRUCTORS** shall:
- a. Evaluate each technique to determine its practical application and feasibility in a correctional setting:
 - i. Employee and juvenile safety shall be the overriding factor in their selection.
 - b. Prohibit use of specific techniques for instruction based on continued evaluation of the program;
 - c. Ensure additional techniques are reviewed before inclusion into training; and
 - d. Offer additional training in specific HWC Techniques as deemed necessary.
7. **PRE-SERVICE ACADEMY ATTENDEES IDENTIFIED IN PROCEDURE 1 JOB CLASSIFICATIONS** shall demonstrate proficiency in all self-protection and restraint HWC skills:
- a. **INSTRUCTORS** shall utilize a rating system of pass/fail in evaluating each attendee;
 - b. The **ACADEMY COMMANDER** shall maintain Forms 4058.02A Handle with Care Practical Application Exam at the Training Academy and shall place a copy in each attendee's

Supervisor's file which shall be forwarded to the receiving Supervisor upon Academy completion;

- c. **INSTRUCTORS** shall refer those attendees who fail to demonstrate or understand techniques for additional training:
 - i. A Pre-Service Academy attendee shall be referred to the Academy Commander for additional training on those techniques identified by the instructor;
 - ii. The **ACADEMY COMMANDER** shall establish additional training for those pre-service Academy attendees prior to graduation;
 - iii. **ADJC** shall terminate those pre-service Academy attendees who fail to satisfactorily demonstrate the HWC techniques.

8. **PRE-SERVICE ACADEMY ATTENDEES IDENTIFIED IN PROCEDURE 2 JOB CLASSIFICATIONS** shall receive HWC Self Protection techniques (escapes, releases, and blocking) training.

9. **STAFF DEVELOPMENT AND TRAINING PERSONNEL** shall ensure that all employees identified in Procedure 1 job classifications shall be able to demonstrate continued proficiency in all self-protection and restraint HWC skills through annual in-service training;
 - a. The respective **STAFF DEVELOPMENT AND TRAINING PERSONNEL** shall maintain each in-service employee's Form 4058.02A Handle with Care Practical Application Exam and shall forward a copy to each supervisor for placement in the employee's Performance Appraisal for State Employee (PASE) file;
 - b. **EMPLOYEES WHO ARE UNABLE TO DEMONSTRATE AND UNDERSTAND REQUIRED TECHNIQUES** shall be referred for remedial training in those techniques identified by the instructor;
 - c. **STAFF DEVELOPMENT AND TRAINING PERSONNEL** shall schedule the in-service employee for necessary remedial training as soon as possible:
 - i. Track an employee's progress utilizing Form 4058.02C Handle with Care In-Service Training Tracking Memorandum;
 - ii. Authorize employees who successfully complete remedial training to use HWC techniques; and
 - iii. Notify the employee's supervisor, manager, and superintendent orally and in writing utilizing the Form 4058.02C Handle with Care In-Service Training Tracking Memorandum in the event an employee fails to meet expectations after remedial training has been provided.

10. The **SECURE CARE OPERATIONS BUREAU ADMINISTRATOR** shall meet with the Assistant Director, Human Resource Administrator, and the Americans with Disabilities Act (ADA) Coordinator to review the employee's failure to successfully complete HWC instruction as it relates to essential functions of his/her classification.

11. The **DEPUTY DIRECTOR** shall make a recommendation to the ADJC Director with regards to the employee's failure to successfully complete HWC expectations and the employee's ability to continue in his/her assigned position.

Signature Date

01/25/2019

Signature Date

01/30/2019

Effective Date

01/31/2019

Approved by

Original Signature on File

Tamara Gallett, Secure Care Bureau Administrator

Approved by

Original Signature on File

Jeff Hood, Director