



## Oregon Youth Authority Community Services Unit After Business Hours Emergency Protocols

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This protocol is to act as a guide for law enforcement agencies, county juvenile departments, residential care providers, and foster parents to work collaboratively with Oregon Youth Authority's Community Services in addressing after hours emergencies. Our intent is to maintain strong communication and collaboration while responding to emergency circumstances. Oregon Youth Authority has developed the following officer-of-the-day (OD) protocol to address after hours calls.

MacLaren Youth Correctional Facility will receive after-hours calls from throughout the state on male and female offenders.

OYA Field supervisors are designated on a rotating weekly schedule as Officer of the Day (OD) to receive after hours contacts from partners, providers and youth correctional facilities. The OD receives notification of after-hours calls via MacLaren Youth Correctional Facility's switchboard.

To access the OD, please follow the following protocol:

1. Ascertain if your situation is in accordance with the following guidelines for after-hours calls:
  - OYA youth in custody of local law enforcement with a new law violation or significant violation of parole/probation agreement
  - OYA youth requiring immediate removal from residential care provider or other substitute care placement based on contract
  - Reporting of OYA youth having absconded from placement
  - OYA youth injury requiring emergency medical attention
  - Death of OYA youth
2. If your situation falls within the above circumstances, you must reach the OD by contacting MacLaren Youth Correctional Facility (MYCF). MYCF receives all after-hours calls for the Community Services OD.

To contact the MacLaren Youth Correctional Facility switchboard, call 503-981-9531, once reaching the phone tree, dial 0 to enter the phone system and 0 again for the MacLaren switchboard

When reaching the MYCF switchboard, it is helpful to have the following information readily available:

- Youth's name and age
  - Youth's current location
  - Youth supervision status (parole, probation)
  - Brief description of problem
  - County of original jurisdiction/commitment
  - OYA Parole/Probation Officer name
  - Names and phone number of those relaying information about the youth
3. MYCF will contact the corresponding OD (OYA field supervisor) to relay the situation. It is possible the OD will contact you directly. Please be prepared to provide the MYCF switchboard a phone number to which you are immediately accessible.
  4. OD is contacted and will determine and initiate appropriate action, including contacting the program with further instructions if necessary.

In the case of probation youth who abscond from placement, the OD will ask that the program contact local law enforcement to file a runaway report, as well as leave messages for the JPPO and JPPO Supervisor associated with the youth(s). The JPPO will request a warrant from the Court upon receipt of notification that the youth has absconded.



## Oregon Youth Authority Community Services Unit

### **Business Hours (M-F, 8 am – 5pm) Emergency Protocols**

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Immediate notification to the Community Resources Unit and DHS Licensing Unit is required upon the occurrence of incidents that are of a nature serious enough to have safety, programmatic, possible media interest/attention or contractual impact (i.e. allegations of abuse or neglect involving a program staff or youth in Contractor's care, disturbances or riots, emergency medical services, police respond to a situation involving youth offenders in Contractor's care.) In the event of such an occurrence, please adhere to the following protocol for notification to the Community Resources Unit:

1. Immediately report incidents either verbally or electronically to the OYA Community Resources Unit.
2. For verbal notification, please call your Community Resources Liaison. If the liaison does not answer, leave a message and then dial "0" to be transferred the Community Resources Unit support staff line.
3. Relay the information to the CRU support staff, or leave a message on that line as well if it is not answered in person. CRU will monitor the support staff line Monday through Friday, 8am-5pm.
4. For electronic communication, email your Community Resources Liaison and copy Erin Fultz, Community Resources Manager. Please note in the subject line that the email is an Emergency Notification.
5. Fax or email written Incident Reports within 24 hours of the incident to the OYA Community Resources Unit and to the DHS Licensing Unit. Please note on the fax cover sheet or subject line that the fax/email is related to the Emergency Notification.