



**DEPARTMENT OF CORRECTIONS
PROBATION AND PAROLE DIVISION
OPERATIONAL PROCEDURE**

Procedure No.: PPD 1.1.600	Subject: PRIORITY INCIDENT REPORTING
Reference: DOC 1.1.6; 2-15-112, MCA; 53-1-203, MCA	Page 1 of 5
Effective Date: 12/19/16	Revised:
Signature / Title: /s/ Kevin Olson, Probation and Parole Division Administrator	

I. PURPOSE:

Employees of the Probation and Parole Division and its contracted facilities will follow established procedures when reporting incidents that jeopardize, or have the potential to jeopardize staff, offenders, visitors, the security of a facility, or the safety of the community at large.

II. DEFINITIONS:

Automated Notification System – An automated computer alert system with a set of standards and protocols used by Department of Corrections to report incidents that occur within applicable divisions, facilities and programs.

Department Employee – A person employed by the Department of Corrections who has attained permanent status or is eligible to attain permanent status, as provided in 2-18-601, MCA; volunteers, interns, temporary and short-term workers; this term does not include service providers.

FCM-Facilities Contract Manager – The Department’s employee who acts as the liaison for services and monitors the contractual agreements between the Department and PPD contract treatment facilities and prerelease centers.

MSP Command Post – The location at Montana State Prison to which all Department divisions, facilities, and programs report Priority I incidents.

PPD-Probation and Parole Division – The Division oversees the Probation & Parole regional offices, interstate transfers, and the facilities providing assessments and sanctions, training, prerelease, and treatment services.

Physical Use of Force – The use of physical techniques by a staff member to control resistive behavior.

Office of Investigations – the office that oversees all criminal investigations for the Department.

Service Providers – This term includes contracted persons or other vendors providing service whose assignment is primarily on Department premises, e.g. facility or program office.

Use of Force Review Committee – The committee designated by the PPD Administrator to review and investigate incidents involving firearms and other use of force incidents.

III. PROCEDURES:

A. GENERAL REQUIREMENTS

1. For on-the-job staff injuries see *DOC 1.3.3 Workers’ Compensation* for procedures and forms. **DO NOT** use *DOC 1.1.6 (Attachment) Incident Report Form* for workers’ compensation.

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2. Priority incident reporting procedures apply to all PPD programs/facilities unless otherwise designated.
3. Designated notification recipients of the automated notification system are responsible for ensuring their contact information and preferences are current.
4. Incidents will be designated as Priority I or Priority II by considering the following:
 - a. seriousness of the incident by evaluating safety, security, liability, damage to property, and monetary loss;
 - b. need for Department specialized response;
 - c. public impact of the incident; and/or
 - d. media involvement.

B. PRIORITY I INCIDENTS

1. Priority I incidents are those that pose the highest risk to the Department and/or PPD and may include, but are not limited to:
 - a. use of force incidents resulting in discharge of a firearm and/or injury to employees, service providers, or offenders;
 - b. discharge of a Department-issued firearm not in the line of duty with injury or death;
 - c. escape, or serious escape attempts including all unauthorized absences;
 - d. death of offender or service-related death of employee, volunteer, or visitor;
 - e. serious injury, life threatening accident, or illness requiring transportation off facility grounds;
 - f. actual, suspected, or attempted hostage action;
 - g. on-site violent act committed by an employee, on-site volunteer or visitor that may result in criminal charges;
 - h. serious assaults either offender on offender or offender on staff resulting in injury;
 - i. confirmed sexual assault by staff or offender;
 - j. discovery of dangerous contraband;
 - k. significant property damage resulting from man-made or natural, public or offender action;
 - l. equipment, communication system or security system malfunction resulting in disruption to facility or office operation;
 - m. major or prolonged disruption of operations due to power outages, riot or disturbance, arson, or sabotage;
 - n. medically advised reported or suspected illness from highly contagious diseases; and
 - o. any occurrence the Deputy Chief (DC) or facility administrator believes may result in an unusual level of public attention.
2. Incidents not listed as Priority I are categorized as Priority II and are reported through the established internal chain of command process and to the appropriate supervisor, administrator, or FCM. Designated authority within the chain of command or the FCM will analyze the incident and may reclassify it accordingly.

C. PROBATION & PAROLE

1. Notifications for Priority I Incident

- a. Any Priority I incident **will be reported to supervising POII; if POII is unavailable, contact Deputy Chief (DC). POII or DC will immediately report to MSP Command Post at (406) 846-6059.**

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- i. Any discharge of a Department-issued firearm by a P&P employee not in the line of duty with injury or death will be reported immediately to supervising POII; if POII is not available, contact DC. POII/DC provides notification to MSP Command Post by email within eight (8) hours.
- ii. Any discharge of a Department-issued firearm by a P&P employee, other than in training/practice, also requires the notification of local law enforcement.
- b. Notifications are made following the chain of command:
 - i. POII contacts DC;
 - ii. DC contacts P&P Bureau Chief;
 - iii. P&P Bureau Chief contacts PPD Administrator, Department Director and Deputy Director

2. Reporting for Priority I Incident

- a. *PPD 1.1.600(A) Incident Report Form* will be completed by all staff involved in or witnessing a Priority I incident and submitted to their immediate supervisor who will **fax Form to the MSP Command Post at (406) 846-2953, the Investigations Bureau at (406) 846-2051, and the Operations Program Specialist at (406) 444-7909 within one (1) hour** of verbally reporting the incident to the MSP Command Post. Supervisors are responsible to review all reports for accuracy, completeness and clarity before signing the report and will return any insufficient reports to the reporting employee with correction instructions and guidance.
- b. Supplemental information and final *Incident Report Form* are submitted by involved staff within 72 hours of the incident to their immediate supervisor.
- c. Other reports including, but not limited to, law enforcement reports, witness statements and medical reports are submitted with the final *Incident Report Form* when appropriate.
- d. The immediate supervisor collects all documentation, reviews and ensures accuracy of *Incident Report Form*, and forwards to the DC. For Use of Force incidents, supervisor also completes *P&P 200-1(B) Use of Force Information Sheet* and forwards to DC.
- e. DC notifies P&P Bureau Chief if appropriate, reviews the documentation, makes any recommendation for further review/investigation, and if priority is changed to Priority I, the DC follows reporting procedures of Section A. above. For use of force incidents, DC also completes *P&P 200-1(C) Use of Force Evaluation Report* forwards all documentation to the Operations Program Specialist.
- f. DC reports incidents that may bring media attention, public safety concerns, or involves significant Department liability because of the nature of the incident, parties involved, or other circumstances to the Department's Legal Services Bureau and Public Information Officer.
- g. DC maintains a file of all incidents for the region to help determine training and equipment needs.
- h. Operations Program Specialist reviews all documentation, looking for training and staff development needs, recommended changes in operation procedures, etc. The Use of Force Review Committee will be convened for use of force incidents.
- i. Operations Program Specialist maintains a file of Priority I and II incidents, and provides an annual summary report of all priority incidents to the PPD Administrator.

3. Reporting and Notification for Priority II Incident

- a. Phone notification to the MSP Command Post is not required for Priority II incidents; however, if an employee is in doubt concerning whether an incident should be reported, he/she will contact supervisor for direction.
- b. All staff involved in or witnessing a Priority II incident will submit *PPD 1.1.600(A) Incident Report Form* to their immediate supervisor by the end of the shift. Supervisors are responsible

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to review all reports for accuracy, completeness and clarity before signing the report and will return any insufficient reports to the reporting employee with correction instructions and guidance.

- c. Step 2 as given above is completed.

D. PPD FACILITIES

1. Reporting Requirements

- a. Each facility will establish a method to document and track Priority I and II incidents according to the following:
- i. utilize *DOC 1.1.6 (Attachment) Incident Report* for all incidents except escape/walk-away;
 - ii. utilize *ACCD 3.2.100(C) Escape/Walk-Away Incident Report* for escape/walk-away following procedures set forth in *ACCD 3.2.100 RD ACCD Facility Escapes/Walk-Aways*;
 - iii. establish a permanent log indicating the nature of the incident; and
 - iv. maintain the original incident report in a secure central filing system.
- b. It is the responsibility of the supervisor on duty, or designee, to notify the appropriate director/administrator and the MSP Command Post of all Priority I incidents.

2. Notifications for Priority I

- a. **Treasure State Correctional Training Center (TSCTC):** TSCTC staff will follow the procedures established in *CTC Operational Procedure, 1.1.6 Incident Reporting*.

b. **Missoula Assessment and Sanction Center (MASC):**

- i. **Immediate** [within one (1) hour] notification will be made to the **MSP Command Post at 406-846-6059 and the MASC Administrator** once the Priority I incident is confirmed.
- ii. Local law enforcement will be notified, if warranted, and MASC Administrator will **immediately contact PPD Administrator or the designee**.
- iii. If possible, initial written reports for all Priority I incidents will be faxed to the **MSP Command Post at (406) 846-2953**, the **Investigations Bureau at (406) 846-2951** and to the **PPD Administrator** or designee at **(406) 444-7909 within one (1) hour** of verbally reporting the incident to the MSP Command Post. The MASC Unit Sergeant is responsible to review all reports for accuracy, completeness and clarity before forwarding the report to the MASC Administrator.
- iv. Once the MASC Administrator has reviewed the reports, he/she will distribute copies according to established procedures. **Final reports will be faxed to the MSP Command Post, the Investigations Bureau and to the PPD Administrator or designee within 24 hours of incident.**

c. **PPD Contract Facilities:**

- i. Notification of a suspected Priority I incident will be made to the FCM within one (1) hour. The FCM will determine if MSP Command Post should be notified at this point. If FCM cannot be reached, attempts to contact the Programs and Facilities Bureau Chief or PPD Administrator should be made and, if necessary, the MSP Command Post can provide current contact information
- ii. **Immediate** [within one (1) hour] notification will be made to the **MSP Command Post at 406-846-6059** once the incident is confirmed. Local law enforcement will be notified if warranted, and contact with PPD staff should also be made if not yet done.
- iii. Initial written reports for all Priority I incidents will be faxed to the **MSP Command Post at (406) 846-2953**, the **Investigations Bureau at (406) 846-2951** and to the **FCM at (406)**

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444-7909 within one (1) hour of verbally reporting the incident to the MSP Command Post. The employee's supervisor is responsible to review all reports for accuracy, completeness and clarity before signing the report and will return any insufficient reports to the reporting employee with correction instructions and guidance.

- iv. Once the reporting supervisor has signed the reports, he/she will distribute copies according to established procedures.

IV. CLOSING:

Questions regarding this procedure should be directed to the Deputy Chief, Facility Administrator, or Facilities Contract Manager.

V. FORMS:

PPD 1.1.600 (A)	Incident Report Form (P&P)
DOC 1.1.16 (Attachment)	Incident Report Form
PPD 3.2.100 (C)	Escape/Walk-Away Incident Report