

Superintendent Procedure 4311SP School Safety and Security Services Program

Approved by: s/Dr. Brent C. Jones Date: 3/1/23

Dr. Brent C. Jones, Superintendent



As stated in Board Policy No. 4311, School Safety and Security Services Program, it is the policy of the Seattle School District that security staff working in schools when students are present serve as a layer of safety response before, and in place of, law enforcement involvement. These district staff members are focused on safety issues and incidents, not the enforcement of minor classroom matters.

Safety and Security Staff Training

The district recognizes that trained safety and security staff know when to informally interact with students to reinforce school rules and when to enforce the law. Prior to assigning safety and security staff to work on school property when students are expected to be present, the district and its contractors must either:

A. Confirm that the safety and security staff have documentation reflecting their completion of the training series provided by the educational service district (ESD); or

B. Require the safety and security staff to complete the following educational service district training series: two components for school resource officers and three components for other safety and security staff, which must meet the following requirements:

(i) All safety and security staff must complete classroom training on the subjects listed below, within the first six months of working on school property when students are expected to be present:

- Constitutional and civil rights of children in schools, including state law governing search and interrogation of youth in schools;
- Child and adolescent development;
- Trauma-informed approaches to working with youth;
- Recognizing and responding to youth mental health issues;
- Educational rights of students with disabilities, the relationship of disability to behavior, and best practices for interacting with students with disabilities;
- Collateral consequences of arrest, referral for prosecution, and court involvement;
- Resources available in the community that serve as alternatives to arrest and prosecution and pathways for youth to access services without court or criminal justice involvement;
- Local and national disparities in the use of force and arrest of children;
- De-escalation techniques when working with youth or groups of youth;

- State law regarding restraint and isolation in schools, including RCW 28A.600.485;
- Bias-free policing and cultural competency, including best practices for interacting with students from particular backgrounds, including students who are Multilingual (ML), Lesbian Gay Bisexual Transgender and Queer (LGBTQ), immigrant, female, and nonbinary;
- The federal Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. Sec. 1232g) requirements, including limits on access to and dissemination of student records for non-educational purposes; and
- Restorative justice principles and practices;

(ii) All safety and security staff must complete two days of on-the-job training with experienced safety and security staff, at the school of the experienced staff, and within the first year of working on school property when students are expected to be present; and

(iii) Safety and security staff who are not school resource officers must complete at least six check-in trainings with experienced staff within the first year of working on school property when students are expected to be present.

C. Safety and security management will review the training provided by the educational service district to ensure consistency with district values, mission, policies, and procedures. In the event of an inconsistency or gap, they will identify opportunities to provide additional district-level training resources or changes to district policies and procedures, as necessary. Safety and security management will seek opportunities to provide continued training for all safety and security staff beyond the first year of working on school property, including annually required training on de-escalation and physical crisis intervention (with a focus on using the lowest level of physical crisis intervention possible for a particular situation).

D. School administrators will be provided with training annually on the role of, and limitations on the use of, safety and security staff in schools. This training should discuss when it is necessary to contact law enforcement and how safety and security staff serve as a layer of safety response, before, and in place of, law enforcement involvement.

Complaint and Complaint Resolution Process

The Superintendent has designated the Human Resources Department (HR) to provide oversight of the complaint resolution process regarding complaints against district safety and security staff.

This procedure describes the complaint resolution process that will be used in the absence of a more specific policy or procedure outlining a resolution process based on the subject matter of the complaint. Additional complaint resolution processes are specified in policy or procedure including the following:

- Superintendent Procedure 3207SP, Prohibition of Harassment, Intimidation, or Bullying – Students, applies when the targeted person of harassment, intimidation, or bullying is a student as specified in the procedure.
- Superintendent Procedure 5207SP, Prohibition of Harassment, Intimidation & Bullying, applies when an employee or volunteer is harassed, intimidated, or bullied on District property or at District-sponsored events, including incidents that occur adult-to-adult or student-to-adult as specified in the procedure.
- Superintendent Procedure 3210SP.B, Discrimination Complaint Process, applies to discrimination complaints pertaining to discrimination against a student or parent/guardian as specified in the procedure and to sexual harassment as specified in Superintendent Procedure 3208SP, Sexual Harassment.
- Superintendent Procedure 5010SP, Employment Discrimination Complaint Process, applies to discrimination complaints against district employees as specified in the procedure and to sexual harassment as specified in Superintendent Procedure 3208SP, Sexual Harassment.
- Superintendent Procedure 3246SP, Restraint, Isolation and Other Uses of Physical Crisis Intervention, applies to complaints regarding the use of restraint and other uses of physical crisis intervention as specified in the procedure.
- Superintendent Procedure 5253SP, provides a complaint process for reporting when a staff/student boundary invasion has occurred or might have occurred.

Complaints may be in the form of an **informal complaint**, where a person submits an oral complaint or the district receives an anonymous complaint; or a **formal complaint**, which shall be in writing.

All complaints must be filed within one year after the act, condition, or circumstance that is the subject matter of the complaint occurred. Exceptions to the one-year filing requirement will be granted if the complainant was prevented from filing a complaint due to specific misrepresentations by the district that it had resolved the problem forming the basis of the complaint.

Complainants will be informed that due process requirements may obligate the district to release all information regarding the complaint to the responding party, thus the identity of the complainant may not remain confidential. The district will, however, fully implement the non-retaliation provisions contained within this procedure to protect both complainants and witnesses.

The complainant and the district may agree to resolve the complaint in lieu of an investigation. The district strongly encourages and supports Alternative Dispute Resolution (ADR) and Restorative processes. The district will establish a fair and neutral process for ADR to take place, with the goal being a prompt resolution via an impartial facilitator, which can be a district staff member or an external individual hired by the district. Note it is the district's position that if the complaint contains allegations of sexual harassment (including sexual assault), discriminatory harassment (i.e., harassment based on a person's membership in a protected class), alleged inappropriate physical interview, or assault of a student, the complaint shall not be subject to an option to mediate.

- A. **Informal Complaint Process** – Anyone may use these informal procedures to report and resolve complaints regarding the conduct of safety and security staff. Informal complaints are those made orally or anonymously to school staff or to HR. Complainants should understand that an anonymous complaint might not be resolved to the complainant’s satisfaction because of due process limitations placed on actions that can be taken based on the anonymity of the complainant. All attempts shall be made to keep the identity of the complainant confidential, although confidentiality cannot be guaranteed.

The district may use a variety of approaches to address informal complaints, including but not limited to, ADR and/or supervisor intervention. To the extent possible, known complainants will be provided with information regarding the resolution of informal complaints received under the procedure. While HR will maintain information on how an anonymous complaint was resolved, no resolution information will be provided to an anonymous complainant.

- B. **Formal Complaint Process** – Anyone may initiate a formal complaint regarding the conduct and/or actions of safety and security staff even if the informal complaint process was initially utilized. A formal complaint cannot be anonymous, it must be in writing, and it must describe the specific acts, conditions, or circumstances alleged to have occurred regarding the conduct and/or actions of the safety and security staff member. Formal written complaints can be submitted to school staff or directly to HR. If submitted to school staff, the written complaint must be forwarded to HR.

If HR staff review the formal complaint information and determine that the complaint includes either allegations of discrimination based on a person’s membership in a protected group; allegations of sexual harassment; or allegations of failing to maintain professional staff/student boundaries – for which other district policies and procedures provide a complaint resolution process – the other procedure will supersede this procedure.

Resolution of a formal complaint can consist of alternative dispute resolution, as described above, or a fact-finding investigation of the complaint. If resolved through an investigation, HR will determine whether the complaint must be investigated by a central office-based investigator or whether it can be investigated by a director, building administrator, program/department manager, worksite supervisor, or be assigned to an outside investigator.

When it is determined that a formal complaint under this procedure is to be resolved through an investigation, HR will provide written notice to the complainant and responding party detailing the allegations under investigation and the assigned investigator. Once the investigation is

completed, a written report regarding the investigation will be submitted to HR for review.

The Assistant Superintendent of Human Resources or designee will respond in writing regarding the outcome of the investigation of a formal complaint in a timely manner but should provide a response no later than 60 calendar days after receipt of the formal complaint unless the complainant is notified in writing that additional time is needed to investigate the complaint.

If the investigation results in a determination that corrective action is required, the corrective measures deemed necessary by the Assistant Superintendent of Human Resources or designee will be instituted no later than 30 calendar days after the issuance of the written response, unless the responding party is appealing the imposition of discipline and the district is prevented by due process considerations or a lawful order from imposing the discipline until the appeal process is concluded.

HR will maintain records of all complaints it receives regarding Safety and Security staff for the purposes of complying with the Annual Data Collection and Reporting section of this procedure.

Retaliation Prohibited

No employee or volunteer may engage in retaliation against a victim, witness, or person who brings forward a complaint under this procedure or who provides information during the investigation of a complaint being conducted pursuant to this procedure. If an investigation has determined that retaliation has occurred, this will result in appropriate corrective action.

Annual Data Collection and Reporting

The district must annually collect the following information on safety and security staff and complaints made against safety and security staff:

- A. The total number of safety and security staff working in the district and in each school building, and number of days per week that each staff works;
- B. The name of any law enforcement agency or private organization with which the district has an agreement for safety and security services;
- C. A description of each incident where safety and security staff were involved that resulted in student discipline, use of force against a student, or a student arrest. For each student involved in the incident, the description must include:

- (i) The student's race, ethnicity, and other demographics; and

(ii) Whether the student is a qualified student with a disability, as identified as having an Individualized Education Program (IEP) or a Section 504 Plan;

D. The number of complaints related to job duties and student interactions submitted to HR against safety and security staff, including those resolved under other Board Policies and Procedures; and

E. Other school safety and security information required by the Office of the Superintendent of Public Instruction.

The district must annually submit any agreements with a law enforcement agency or security guard company as well as the information collected above to the Office of the Superintendent of Public Instruction. The district will provide this information in the time and in the manner required by the Office of the Superintendent of Public Instruction. The Office of the Superintendent of Public Instruction will make the submitted agreements and information publicly available. To the extent possible, information collected under C. above must be disaggregated as provided in RCW 28A.300.042.

Approved: November 2021

Revised: March 2023

Cross Reference: School Board Policy Nos. 3207, 3208, 3210, 3246, 4311, 5006, 5010, 5207, 5245, 5253, 5281; Superintendent Procedures 3207SP, 3208SP, 3210SP.B, 3246SP, 5010SP, 5207SP, 5254SP, 5253SP