

Youth/Parent Orientation Handbook (Title 15, Section 1353)

637.1 PURPOSE:

To ensure appropriate orientation is provided to youth and their parent/legal guardian during the Juvenile Detention and Assessment Center (JDAC)/Treatment Facility (TF) intake process. This orientation shall introduce/reintroduce both the youth and the parent/legal guardian to the Juvenile Court process and JDACs/TFs rules, guidelines and expectations.

637.2 GUIDELINES:

- A. The Orientation Handbook shall be prepared in both English and Spanish. If the primary language of the youth, parent/legal guardian is other than English or Spanish the Probation Department shall provide them with the services of a qualified interpreter. Provision shall be made to provide accessible orientation information to all detained youth including those with disabilities, limited literacy or English language learners. For youth in a JDAC, the Orientation handbook shall outline the court process from the original arrest and booking through disposition. It will also include important phone numbers to services youth may utilize once they are released from custody. Orientation shall include information that addresses:
1. Access to education, religious services, recreational activities
 2. Religious accommodations
 3. Availability of reading materials, programming and other activities
 4. Meals
 5. Facility rules, including contraband and searches, and disciplinary procedures
 6. The Behavioral Dollar System, positive behavior interventions and support including behavior expectations, incentives youth will receive for complying with rules and consequences that may result when youth violate the rules
 7. Facility policies on the use of force, use of restraints, chemical agents and room confinement
 8. Emergencies, fire safety, emergency drills and evacuation procedures
 9. Access to routine and emergency health and mental health care
 10. Prison Rape Elimination Act (PREA) information
 11. Age appropriate information that explains the facility's policy prohibiting sexual abuse and sexual harassment and how to report incidents or suspicions of sexual abuse or sexual harassment
 12. Identification of key staff and their roles including Caseload Counselors (CLC) and the Compliance Officer

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13. The grievance procedure, and the steps that must be taken to use it, the youth's right to be free of retaliation for reporting a grievance, and the name of the person or position designated to resolve the issue
 14. Access to legal services and information on the court process
 15. Housing assignments, and the process for requesting different housing, education, programming and work assignments
 16. The opportunity for personal hygiene, and daily showers including the availability of personal care items
 17. Rules and access to correspondence, visits, and telephone use
 18. Immigration legal services
 19. Availability of services or programs in a language other than English if appropriate
 20. Non-discrimination policy and the right to be free from physical, verbal or sexual abuse and harassment by other youth and staff
 21. Answers to frequently asked questions for the parent/legal guardian regarding the youth's stay in the facility, contact information for the facility, medical, mental health and school information
 22. A process by which youth may request access to Title 15 Minimum Standards for Juvenile Facilities.
- B. The Gateway Orientation handbook shall be made available to youth and their parent/legal guardian upon entry into the program and at any time requested. In addition to items listed above, it shall include the following:
1. Gateway program goals
 2. Expectations
 3. Dress code
 4. Leveling System
 5. Furloughs
 6. Drug testing
 7. Visiting procedures
 8. Educational opportunities
 9. The New Beginnings program
 10. Off-site employment opportunities
 11. Grievance process
 12. Important phone numbers for the youth to utilize various services throughout the community.

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- C. The Orientation Handbook shall be available in the intake and release office, visiting area, library and housing units of each JDAC/TF as well as in each of the County's Juvenile Courts.

637.3 RESPONSIBILITIES:

- I. Probation Corrections Officer (PCO):
 - A. PCOs assigned to the intake/booking position shall give every youth a handbook upon entry into JDACs/TFs, and verbally review information in the handbook to include, but not limited to, the facility's rules and expectations, grievances, and an overview of the living unit.
 - B. PCOs assigned to the intake/booking position shall make a notation in the youth's Caseload Explorer (CE) file, have the youth sign a copy of the receipt acknowledgement form on the last page of the handbook and place it in the youth's facility file.
 - C. PCOs assigned to a living unit shall ensure each youth has been given a handbook. If the youth is missing their copy of the handbook and would like another copy, provide them one. This shall be documented in the youth's CE file and staff shall include the date the replacement handbook was given as well as the staff's name.
 - D. PCOs supervising visiting shall offer a handbook to each parent/legal guardian and make a notation in the youth's CE file.
 - E. PCOs shall discuss items in the handbook and provide an opportunity for youth to ask questions.
- II. Probation Officer (PO):
 - A. The Intake PO shall ask each youth upon interview if they have received a handbook. This shall be documented in the Detention Report provided to the Court.
 - B. The Court Officer shall give a handbook to each parent/legal guardian as needed and note on Court Action Slip to whom the handbook was given.
 - C. The Investigating PO shall give a handbook to each parent/legal guardian as needed and document in the youth's CE file that the parent/legal guardian received a handbook.
- III. Probation Corrections Supervisor I (PCSI):
 - A. PCSIs assigned to living units, booking/holding and visiting shall ensure that each area has a supply of handbooks on hand to distribute to youth and parent/legal guardian.
- IV. Probation Corrections Supervisor II (PCSII):
 - A. PCSIIs shall ensure PCOs and PCSIs are distributing handbooks to youth and parent/legal guardians as required.