

# Resident Handbook



*"Our lives are not determined by what happens to us but by how we react to what happens, not by what life brings to us, but by the attitude we bring to life. A positive attitude causes a chain reaction of positive thoughts, events and outcomes. It is a catalyst, a spark that creates extraordinary results." - Anonymous*

**THIS FACILITY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, SEX, AGE, DISABILITY, RELIGION, OR NATIONAL ORIGIN**



Your stay in detention can be a learning experience. If you obey the rules and staff your time here will be less restricted. If you choose to disobey, argue and complain, you will be restricted from privileges.

## THE RULES - THERE IS ONLY ONE

Respect yourself, peers, staff, the facility and its property.

To do so will be to *obey staff at all times*. It applies to ALL situations, including evacuation scenarios.

If you choose not to obey the rules, you will receive a correction. Corrections will be covered later in this handbook, but it is important to remember that most corrections are designed to give you an opportunity to think and to learn.



Your behavior is monitored daily. Eventually the Judge and your Juvenile Officer will see documentation of how well you behaved in detention. This report that is submitted to them is completed by a Deputy Juvenile Officer who works in detention. It will give everyone an idea of what strengths and weaknesses you have.

## USEFUL INFORMATION

- Remember detention is a safe place where no one hurts others or gets hurt, so if you learn of a situation in which others are planning to hurt someone else, inform staff IMMEDIATELY! \*\*
- If you know of an escape plan, inform staff IMMEDIATELY! \*\*
- These two are very important. If you do not inform staff, you could be considered as being involved in an escape or assault. Detention is a very safe place to be, you are expected to help keep it that way.

- If someone is acting up, move yourself to another part of the room.
- Find something productive to do. Being bored only leads to problems. Try reading. Be QUIET in your room and stay away from the door.
- The intercom is for staff to listen and to ensure all residents are okay. It is also used by staff to let the residents know what is going on. Therefore, it is very important to be quiet in your room unless you have an emergency. IF it is an emergency, you may press the intercom button to talk with staff.
- If you have a problem, speak to staff privately.
- If you are on prescription medication; a Juvenile Officer that is on duty will dispense these to you. Pay attention to what you're being given and let the Juvenile Officer know if you do not believe the medication is correct.

## HOW THINGS WORK ☀ WHAT IS EXPECTED

*Everyone in detention participates in the same point system. You earn points for meeting expectations (which means doing what you are supposed to and following the rules) and lose points for failing to meet expectations. The more points you earn, the higher you get on the 6 levels. The higher your level, the more privileges you have.*

EXPECTATION: Shower/Wake Up. Each morning you will be called out to take a shower. You will be given clean clothes and you will get your toiletries out of your locker. You are expected to take no more than 10 minutes in the shower. You are expected to wash and comb your hair, brush your teeth, and count out your dirty clothes into the laundry basket.

You can earn points in the morning for waking up when staff tells you to over the intercom. This means you must make your bed. This also means you must stay awake and demonstrate that you are awake by either standing up near your bed or sitting up on your bed. If you sit on your bed, you may cover yourself with one of your blankets.



EXPECTATION: Room. You can earn points for keeping your room clean. This means your bed must be made, the toilet flushed, and the room neat with nothing in your window. One blanket should be tucked in on all sides and the

other blanket folded neatly. You will still meet expectations if you are under ONE of your blankets. However, your bed must be made. You will not meet expectations if you have excessive items (more than 5 pieces of paper or more than two books) in your room. You will be allowed to sweep and mop your room on weekends.

EXPECTATION: Courtesy/Influence. These points are given once during the morning shift, once during the afternoon shift and once during the evening shift. Courtesy/Influence points are based on such issues as your personal hygiene, attitude, your respect of others' personal space, etc. To earn these points you must be polite, cooperative, be a positive influence, and follow the rules.

EXPECTATION: School. Everyone goes to school during the day. You will work both individually and with the group. You are expected to do your work and follow the classroom rules. You must obey the teacher and the teacher aide.

EXPECTATION: Structure Hour/Movie. In the evening you will have structure hour or group. This is much like school. There will be an adult who is in charge and presents information. You are expected to listen and participate when asked. Sometimes the group will watch a movie. There are movie rules you will learn about later.

EXPECTATION: Act with respect towards staff, other residents, and property. Tell the truth, even if you think it will get you in trouble. Act responsibly, so that staff and other residents will trust you. It is okay to smile. Enjoy the activities and try to feel good.



The following are the five levels and the amount of points needed to reach each level. All the privileges, opportunities, and items that can be earned on each level are listed.

LEVEL SYSTEM

	<u>In Room</u>	<u>Visitation</u>	<u>Recreational</u>	<u>Phone</u>	<u>Approved</u>	<u>School</u>
<b>Level 1</b>	2 - Books	Parent or Guardian	Movies Library	1- 10 min. Parent per day		All w/ assigned group
Points 0-150						
<b>Level 2</b>	Cards		Card Computer		1 - Photo Shoes Hair tie	
Points 150-399						
<b>Level 3</b>	1-Puzzle	N/C w/ Approved Family	Board Games	Extra 5 min. added to parent call	Toothpaste Toothbrush 1- Photo Hair Brush	
Points 400-699						
<b>Level 4</b>	1- Magazine 1- Approved Poster	1 - 30 min. w/parent per week	Foosball Ping Pong	Additional 10 min w/ parent per week	Deodorant Soap	
Points 700-999						
<b>Level 5</b>	Radio	Contact w/ approved Family	Attend gym both groups	1- 10 min. w/ approved family per week	Shampoo Conditioner	Attend with both groups
Points 1000- 1399						
<b>Level 6</b>	Individual Contract					
Points 1400- above						

## OPPORTUNITIES TO THINK AND LEARN - CORRECTIONS

### Point Fine

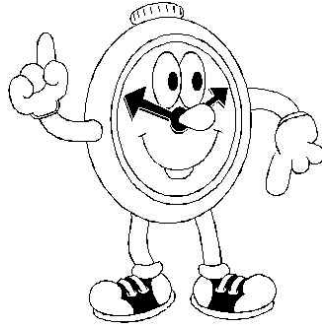
Taking points away or not awarding the full amount of points for an activity is a form of corrections.

### 5-Minute Timeouts



- Earned for inappropriate behavior
- Staff tells the resident to take a 5-Minute time out
- Resident stands with their face to the wall, ignores others, feet flat to the floor facing forward, hands by their side
- When 5 minutes is completed, staff asks resident why they had the timeout.
- If resident answers correctly, they rejoin the group.
- If resident fails to answer correctly, they get another 5-minute time out
- When the additional 5-minutes is completed staff again asks resident why they had the timeout
- If resident answers correctly, they rejoin the group. If not, staff tells the resident why they had the timeout and resident takes another 5-minute time out.
- When the additional 5-minutes is completed staff asks resident why they had the timeout, if resident answers correctly (repeat what has been told to them) they rejoin the group. If not, they receive a 30-30.

## 30 - 30 Timeouts



- Earned for failure to comply with a 5-Minute timeout, for inappropriate behavior during school, for inappropriate behavior while the resident is in their room (any time they are in their room), and for serious violations of detention rules
- When staff directs a resident to take a 30-30, the resident must be escorted to their room and all items removed. If the resident is already in their room when they receive a 30-30, all items are removed.
- The first 30 minutes is spent in an empty room thinking about what happened and why. The time doesn't start counting until the resident is calm. Staff will monitor this room time closely.
- The second 30 minutes is spent in the dayroom, classroom, or visiting room completing a Thinking Report about what happened and why. If a resident is unable to complete the Thinking Report in 30 minutes a staff person will check regularly to offer assistance and the resident works until they are done.
- Before the resident rejoins the group, staff reviews the Thinking Report with the resident in a teaching style.

## STAFF DISCRETION

- Staff may institute a correction after repeated corrections for the same behavior doesn't work.
- Staff instituted corrections include requiring a resident to stay in their room (grounded) and lose an activity or privileges (for example: dining-room privilege, resident eats in their room instead.)

## Administrative Interventions

- Earned if a resident is not responding to the regular timeout/ thinking method, if the resident behaves in a gang-like manner, is dangerous, or violent.

- The Administrative Intervention (AI) Request Form is completed by staff for the above mentioned reasons and the request may be made in conjunction with the use of staff discretion regarding room time.
- An Administrative Intervention Plan will be developed by the Assistant Detention Superintendent and/or the Detention Superintendent and discussed with the resident. The AI is designed to provide consequences and services in such a way that the resident can move forward and re-enter the regular program.

### **OTHER IMPORTANT INFORMATION**

**Behavior:** Your behavior, both positive and negative, is recorded on a group behavior chart (commonly called the tally sheet) and then permanently recorded at the end of the day on your personal chart. The behavior chart is used in two ways: 1) to determine how many points you earn or lose, and 2) to give you, your Juvenile Officer, the Judge, and others an idea of your strengths and weaknesses. You will get a chance to see your point sheets everyday.

**Counseling:** The staff members on duty are generally available to speak with you 1:1 (one on one) at your request, but you may have to wait. A counselor is available four days per week. If you wish to speak with a counselor, put your request on the request board. You will also be attending groups that are led by a counselor.

**Day Room Lockers:** Each resident has a locker in the day room to store personal items (court papers, books, school projects, unfinished letters, etc.) The locker number will always be the same as your room number. You will **not** be allowed to store medications, food and writing utensils in your locker. You are responsible for closing your locker after you leave the day room. You also must account for your toothbrush, toothpaste, deodorant, soap, soap holder and comb. (See grooming supplies).

**Grievance Procedures:** You may file a grievance if you have problems with your room temperature, the food, etc. If you have a problem with a staff member, first speak with that staff person. If the problem is not resolved after speaking to that person, you may file a grievance form. However, you need to wait until the staff person you have a problem with goes off duty. Then politely ask a staff member from the next shift for a grievance form. The grievance form is not to be used as a threat. Do not discuss the matter with other residents. The grievance will be reviewed by the Superintendent on the next working day.

**Grooming Supplies (a.k.a. toiletries):** Each resident is provided a toothbrush, toothpaste, comb or pick, deodorant, and shower shoes. These items are to be stored in your day room locker. If you lose one of these items, report it immediately. Also, before you throw an item away, show it to staff and ask them politely to replace the item. Throw the item away in front of staff as they hand you the new item. As you earn more points and get on higher levels you may have special toiletry items that your parents provide or that is available by request. Ask for more information.

**Gym:** You will participate in physical training on a daily basis. You are expected to participate fully and place your best effort forward. If you are stalling or not trying to do the activities, you will be told to take five minutes out. You will be allowed to wear your own gym shoes, if you are on level 2 on points. On your way to the gym (walking) you are expected to be in a single file line and you are not to talk. You are also to look straight ahead only.

**Haircuts:** You need to ask if any staff members are currently cutting hair. Parental permission should be given before haircuts. Usually one is designated to buzz cut the juvenile's hair. This is optional. Parents or guardians may make alternative arrangements to have hair cut or braided while in detention.

**Intercom** Each room is furnished with an intercom. The call-in button is for *emergencies only*. An emergency means you need immediate assistance or you have accidentally taken a forbidden item inside your room (such as blue shoes or you have too many pieces of paper in your room). If you call in for any other reasons, you will receive a 30-30. The questions that are not emergencies are to be asked when staff members do room checks (approximately every 15 minutes).

**Letters/Notes:** One of the staff is designated as mail coordinator. Find out who this person is. All letters/notes must go through the mail coordinator. The mail coordinator must have written permission from your parents/custodian to send or give you mail. You may not start writing any letters until this permission is provided, except for mail to your custodian. What you write will be read by staff. Your parents/custodian need to provide the postage, except letters to your parents/custodians, where postage will be provided for you, once a week. Mail that contains foul language, identifies other residents, encourages you to do illegal things or discusses your case will not be delivered. Read the memo above the mailbox in the day room.

**Library:** You are encouraged to select books from the day room bookshelves. Books are checked in and out. If you are done with a book, be sure to bring it out with you the next opportunity. You may have no more than two books in your room at a time (including religious material). You must place the book on

the proper shelf and upright next to the other books. Do not just lay the book on the shelf without a place for it.

In addition to the books, you may have no more than five (5) paper/cardboard items (i.e., pamphlets, greeting cards, personal book markers, photographs, etc.) in your room. Court papers need to be returned to your day room locker after you finish reading them. If you accidentally take something into your room, call in right away on your intercom and report it.

**Meals:** Breakfast is served first thing in the morning. Lunch is usually served around 12:00p.m. Dinner is served between 5:00p.m. and 5:15p.m. All times are subject to change. In the cafeteria, you may only talk to residents at your own table. Once seated, you may not get up without permission. Table manners are expected. Before the group is excused, all sporks must be accounted for in the cafeteria. **DO NOT THROW THE SPORKS INTO THE TRASH!**



**Medical Needs:** If you have a medical need, you may see the nurse. To see the nurse, write "nurse" on the request board or ask a staff member to fill out a request slip for you. All prescription medication must be provided by your parent/custodian. In order to get lotion, Tylenol, Vaseline for your lips, etc. you need to request to see the nurse. Staff cannot dispense these items without a medication form filled out by your parent/guardian AND the nurse's approval.

**Movie Rules:** On weekends and holidays, you will be allowed to watch a movie. This is a privilege, so take it seriously.

These are the movie rules you are expected to know and follow:

- You must raise your hand to ask permission to use the restroom or get a drink.
- You must keep your eyes on the movie and not look around the room.
- You must stay awake and not fall asleep.
- You must not touch your neighbors.
- You must not talk or say comments out loud about the movie.

- Do not laugh at inappropriate times or at inappropriate topics.

**Nail Clipping:** Upon admission and during your stay in detention, you will not be allowed to keep finger nails at excessive length. Therefore you must clip them until the staff member on duty approves the length.

**Phone Calls:** You can have ONE 10 minute phone call per day to your parent/custodian. If your parents are separated, you may have two phone calls per day, one to each parent. Additional phone calls are available on level three. You may only speak with your parents/custodians. Conversations with anyone other than your parents/custodian such as your brothers, sisters, friends, aunts, uncles, etc. are NOT allowed (even just to say hi or hear their voice!). If you speak to someone who you are not approved to speak with, your current phone call will be terminated. If someone is on the phone with which you know you are not allowed to talk to, you need to inform staff immediately and hang up on that individual. Phone call times for parents/custodians are:

Incoming Calls:	3:30 p.m. to 5:30 p.m. everyday
Incoming and Outgoing Calls:	7:00 p.m. to 9:00 p.m. everyday

We make every attempt to contact your parents, if you request it at night (See Night Requests), between 7:00 p.m. and 9:00 p.m. Do not continually ask staff whether we have attempted to call them yet. The only reason you will not speak with your parent/custodian that you requested to speak with is if we left a message for them and they did not call back, or there was no answer. Long distance phone calls can be made; however, they will be collect calls.

You may request a call to be made to persons such as your attorney and D.Y.S. worker. Attorneys and D.Y.S. workers may contact you by phone at any reasonable time throughout the day. Such requests should be put on the Request Board as early as possible



**Requests:** You may request personal items and phone calls to your D.Y.S. worker, attorney or juvenile officer, etc. These requests should be made by using the "request board," located in the day room. You may make a verbal request when you are checked on in your room, but only if it is something staff should deal with right away. Using the request board is the best way, so planning is important. When a message has been left for someone on your behalf, "MSG," will appear on the request board. Staff will tell you when you may sign the request board. When you make a request, you write your room number and what you want.

**Night Requests:** Every afternoon between 4:00 p.m. and 6:00 p.m., you will be asked by a staff member to state your requests. You are to tell us who you want to speak to on the phone and we will place the call.

**Risk Levels:** When you are admitted, you are automatically placed on a risk level. There are three risk levels. If staff members feel you are at risk to hurt yourself, you will be placed on one of the three levels.

**Risk Level One:** You will have your room and body searched twice a day. You will not be able to shave on Saturdays. You will not have sheets in your room. You will not be allowed to have shoes with strings. You will speak to a counselor or staff member daily.

**Risk Level Two:** You will have your room and body searched once a day. You will be monitored while you shave. You CAN have sheets. You will speak to a counselor or staff member daily.

**Risk Level Three:** You will be monitored while you shave. You CAN have sheets. You will speak to a counselor or staff member every other day.

**Room:** You must get permission each time before taking any item to your room. This includes court papers, personal letters, lotion, or anything that requires staff approval for use in your room. Just because you are allowed to have an item in the day room or classroom does not mean you are allowed to have it in your room. Pens, pencils and blank paper will never be allowed. Keeping food, stickers from fruit, or keeping trash or containers from food is not permitted. Newspaper cartoons, ads or articles are NEVER to be taken out of the classroom.

You must be quiet in your room. We have speakers in each room and need to be able to hear what is going on.

When you get to level five and have a walkman radio, you must keep the volume low.

On Saturday you get the opportunity to sweep your room. Sweep the contents and flush them down the toilet. Sunday you will get to mop your room. The mop bucket must prop the door open while you mop.

**Shower/Clothing:** You are required to shower, shampoo, and change your clothing everyday. Standard issue for clothing is a t-shirt, underwear, shoes, socks, blue pants and a blue shirt. Girls receive a bra. Your white t-shirt **MUST BE TUCKED IN AT ALL TIMES!** Do not wear your clothing inside out. Do not sag your pants. If the clothing does not fit or is torn, notify staff immediately! You must report this problem to staff on duty during shower time. Staff on other shifts will not be able to exchange clothing for you. In addition, you must be able to account for every item of clothing and bedding you are supposed to have.

Your shower will be 10 minutes long. This is enough time to get your hair washed, body washed and dressed fully. You will be warned when you have one to two minutes left. You may only shave on Saturdays by placing a shave request on the request board Friday night. If you forget, you will **NOT** be allowed to shave. (If you are on risk level one, you will not be allowed to shave. If you are on level two or three, you will have to be monitored while you shave.)

**Structure Hour/Group Rules:** On weekday evenings and when school is not in session, you will participate in an activity known as structure hour or group. A staff member or counselor is designated to teach or discuss a topic they feel you will gain valuable knowledge from.

These are the structure hour/group rules that you will be expected to follow:

- You must raise your hand to ask questions.
- You must not speak out of turn or out loud unless you raise your hand.
- You must raise your hand to ask permission to use the restroom or to get a drink.
- When a staff member or another resident is speaking or giving a presentation, you must pay attention and not look around the room, play with your papers, etc.
- You must give your best effort.
- Keep your feet on the floor and sit appropriately.
- Keep your eyes on your own work.

**Toilet Paper:** Toilet paper is used for restroom purposes only. If you make items with your toilet paper, for spitballs, or waste it in any way, you will be placed on toilet paper restriction, which means the toilet paper will be moved to the hallway and you will have to use the intercom to have your door opened to get it. Remember when you use the restroom to place the bathroom card in your hallway window! Also remember to take it down when you are finished using the bathroom. Also, remember to keep your toilet flushed!

**Visits:** You can have a 15 minute visit with your parent/custodian four times per week on scheduled visiting days. Once you reach level three you may request to visit with family other than your parent/custodian. Do not receive items or give anything to your visitor without permission from staff on duty. If your visitor brings you something for you to use during your stay, it should have your name on it and must be given to staff. Staff is not responsible for taking time to put names on these items. Boyfriends and girlfriends as well as friends will not be allowed to visit. Staff reserves the right to end a visit at any time if the visitor or juvenile becomes loud, angry, and/or physical.

Visiting Days and Hours:

Sunday, Monday, Wednesday and Saturday from 3:15p.m. to 4:55p.m.