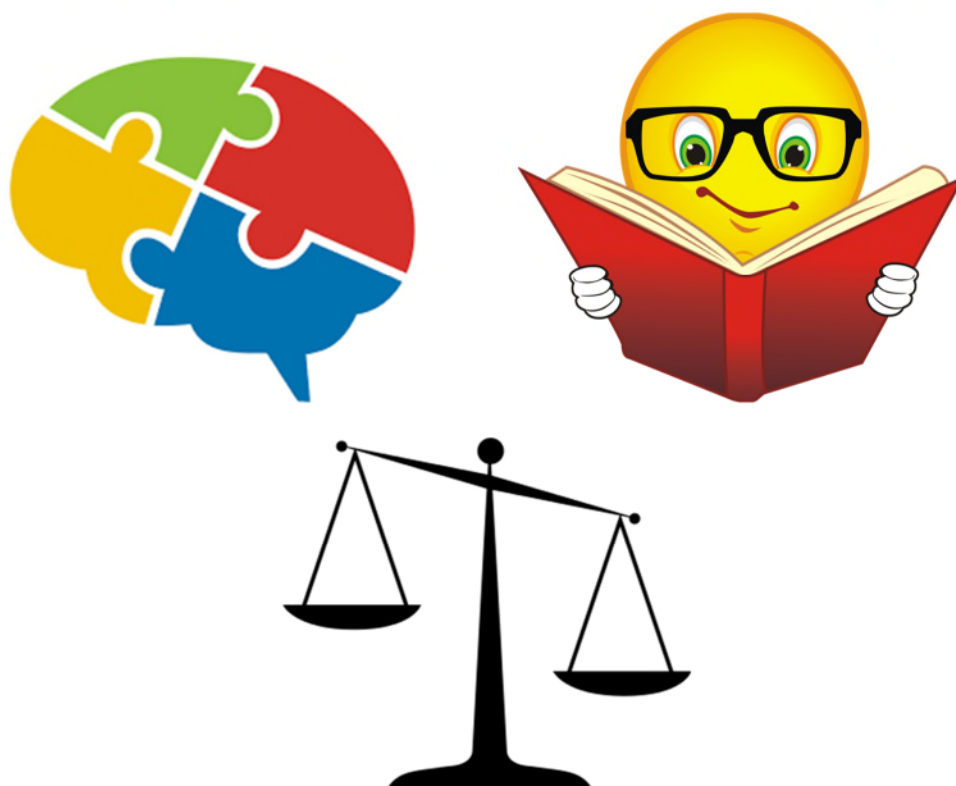


THE DICKINSON JUVENILE JUSTICE CENTER / JUVENILE DETENTION



RESIDENT HANDBOOK

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The Dickinson Juvenile Justice Center / Juvenile Detention (hereinafter “Juvenile Detention”) is a secure detention facility that provides detention services to counties throughout the state of Indiana.

We maintain a structured environment in which you are required to follow the rules and meet our expectations.

Services available include year round school, TASC preparation and testing; structured learning; individual and group counseling; medical care; and recreation.

You are given the opportunity to attend religious programs however, participation is strictly voluntary.

Admission Quarantine – Upon admission to this facility, you will be placed in Medical Quarantine. You will remain in quarantine for a minimum of 24 hours and review by medical staff for signs and symptoms of the Coronavirus.

You will also receive two (2) five (5) minute phone calls to your parent/guardian upon admission. You may be required to wear gloves and a mask to use the telephone.

FACILITY KEY PERSONNEL AND ROLES

DIRECTOR- Ms. Bruther: Oversees the operation of the facility, ensures appropriate policies and procedures are in place, communicates with outside agencies, and provides Juvenile Magistrate and Circuit Court Judge with reports and information about the facility, staff and residents.

ASSISTANT DIRECTOR- Ms. Titara: Assists the Director, oversees the kitchen staff, oversees the day to day management of the facility, supervises the shift supervisors, and reviews disciplinary and medical reports.

SHIFT SUPERVISORS- Ms. Bryant, Ms. Coon, Mr. Lamb, Ms. Porter: Day to day supervision of residents and youth care staff. In their absence, a youth care manager will be assigned as an acting supervisor.

PROGRAM SUPERVISOR- Ms. Cooke: Oversees the educational staff, the programming staff, outside programs coming into detention and crisis management.

If you are unable to communicate in English, interpreters are available to be brought in to assist. This entire book can also be translated in your first language.

Si usted es incapaz de comunicarse en inglés, intérpretes están disponibles para ser traído a. Este libro también puede ser traducido en su lengua materna.

CONFIDENTIALITY

The following information will be kept confidential:

Your presence in the facility
Your medical and mental health information
Conversations between you and your counselor
Communications between you and your attorney
Information regarding your charges and your case

FRATERNIZATION

Fraternization is defined as, “to have an intimate or friendly relations with” residents or staff and it is strictly prohibited until at least one (1) year following the resident’s release from detention and the resident reaches the age of 18.

If you want to provide an update on your progress after release, you are expected to write the letter to the attention of Juvenile Detention and not an individual staff member. The letter will be opened by administration.

Telephone contact is not allowed. Staff members are not permitted to provide current or former residents with personal contact information. You should not contact a staff member at home, at work, by telephone, or social media. If you do contact a staff member, they are required to tell you not to contact them again and notify the Assistant Director.

Personal visits outside of detention are not allowed. We understand that sometimes residents and staff will run into each other out side of the facility by accident, but this type of contact should remain professional and brief. To protect your privacy, staff members will not start talking with you until/if you say “hi” to them first.

Staff members who you know well from outside the facility will have to tell the Assistant Director about how you know each other. They will then have to limit their contact with you during your stay and even after you leave.

Contact with you in any way, including through social networking sites, that goes beyond providing for the safe care and custody of you is prohibited. This means that staff members are not allowed to share personal information with you or discuss anything that happens in the detention center. No hands-on contact (except to restrain or to provide medical treatment) will occur between staff members and residents, or resident to resident.

This rule is intended for the protection of both the staff members and residents.

BEHAVIOR MANAGEMENT SYSTEM

As a resident at Juvenile Detention, there are certain expectations about how you conduct yourself and interact with staff and other residents.

If you do not follow the rules or staff's directions, you will receive a consequence including losing privileges.

The intent of the Juvenile Detention Behavior Management System is designed to encourage positive behavior and to discourage negative behavior. As a locked facility, our main goal is to protect the rights of residents, while at the same time, requiring all residents to respect the rights of others.

Before we can take your privileges for failing to follow the rules, the following conditions must be met:

- You must understand what is expected by reviewing this handbook. You will display your understanding of the expectations by taking a resident handbook quiz and achieving a passing score. If you do not pass the quiz, you will continue to review the rules and retake the quiz until a passing score is achieved.
- You must know how to do whatever is expected of you. If you do not understand, staff will teach you the skills needed to perform the required action.
- You must understand that there are consequences for misbehavior and that the consequences will be as closely related as possible to the violation committed.

The information in this handbook is the expectations of you and you should not need reminded of them! You can reference this handbook if you need to review the expectations during dayroom/leisure time in the pods.

GENERAL FACILITY EXPECTATIONS

This section will cover overall general expectations of the facility. There are specific guidelines for some of the areas and situations within the facility that will be detailed in other sections of this handbook.

1. You are expected to be respectful and courteous to staff and other residents and conduct yourself with dignity and respect. When you address staff, you will use "Mr. & Ms." Followed with the last name of the staff member. You will also reply with "Sir or Mam" when answering questions from staff.
2. You are not to discuss your charges or court proceedings, including possible outcomes of an upcoming hearing or adjudicated outcomes of a completed hearing. This includes the discussing of other residents charges. This applies to discussing them with both other residents and staff.

3. You must wear your clothing appropriately. Clothing is to be the proper size, no rolling of sweats, shorts, or socks, and absolutely no sagging of sweats or shorts. You must wear the undergarments provided. You may not wear your personal undergarments unless they are earned through the Positive Incentive Program. You are not to tuck your hands into your pants or pull them inside your shirt.
4. You are to use appropriate language at all times. This includes **no use of nicknames or “slang” terms, no cursing, no lying, no gossip, no teasing, no “trash talk”, no harassing, or bullying will be tolerated.** This also includes providing false information during the intake process.
5. You are forbidden from participating in a physical or verbal altercation.
6. You are not to resist or attempt to resist staff to the level of “active” resistance. If your actions result in the Sheriff’s Department being called in to deal with you, at a minimum you will be placed on 2 days of punitive lockdown followed by administrative lockdown until reviewed.
7. You are not to have any contact with members of the opposite gender unless permitted during a group activity. You should never have physical contact with any staff or resident. There are a few exceptions allowing “fist bumps” that are detailed in other sections of this handbook.
8. You must maintain proper hygiene. This includes taking a daily shower, brushing your teeth, and using deodorant. Shower time will be limited. Failure to maintain proper hygiene or refusal to shower will result in you receiving a consequence. The facility allows for adequate and culturally appropriate hair and skin care needs to be met that are both gender and culturally sensitive. (*Example: you are not required to shampoo your hair at a frequency that is damaging to your hair.*) No personalized hairstyles will be permitted to be worn by males or females that are considered a style or fashion trend while in detention. (*Example: You are not permitted to wear your hair in a “braids or dreads”*)
9. No looking into other housing units, control, or visitation when in your housing unit or walking down the hallway.
10. You are not allowed to write notes to other residents. Further, you may not possess addresses, phone numbers, or social media account information of any current or former residents.
11. You must count through every doorway. This is to ensure everyone’s safety and the security of the facility. Interference with count or refusal to count will result in a consequence.
12. You are expected to use good posture. Sit up in chairs, no propping feet on furniture, no leaning on or over the rails, and stand up straight while in line.

13. You are expected to follow all rules and instructions/ directives from staff.
14. You are expected to perform cleaning chores when asked. This includes your room, the housing units and in the overall facility.
15. There is to be no writing or drawing that could be perceived as gang related. There will be absolutely no “flashing” or “displaying” what could be interpreted as gang signs.
16. You are not to make threats to or about, start or participate in an assault, arguing, fighting, bullying, or harassment of staff or other residents.
17. You are not to attempt to get or encourage other residents to refuse directions, harm others, commit verbal abuse, display aggressive behavior, and make verbal or non-verbal threats, or **use racial insults or comments**.
18. You are not allowed to refuse to follow staff instruction or challenge the authority of staff.
19. You are expected to behave in an appropriate and respectful manner at all times. This includes maintaining your composure and being in control of your actions. **You are forbidden from acting out by using profanity**, arguing, yelling, or making obscene gestures. You are not to throw personal items or slam doors.
20. If you punch a wall, door, or window you will receive a consequence. You will be placed on lockdown until review, lose your next 3 phone calls and your next 2 visits.
21. You are not allowed to leave the room or area without permission of a staff member. You cannot exit the class room, housing unit, gym, etc. If you leave an area without permission you will be placed on lockdown for a minimum of 7 hours.
22. Any escape or attempted escape will result in a consequence and possibly a new charge. This includes trying to provoke other residents to attempt to escape.
23. Having or possessing contraband. Contraband is defined by policy as having possession of anything that you are not permitted to have.
24. You are to maintain appropriate volume levels at all times. You should not be whispering, staff should always be able to hear what you’re saying. Likewise, you should not be so loud as to disrupt the unit activities or operations.

25. There is to be no “sexually acting out”. This includes, but is not limited to, making hand gestures, touching yourself or others, physical assault, “flashing”, indecent exposure, and/or sexual threats.
26. You are not permitted to self-harm, self-mutilate, cut, scratch, or poke yourself or others.
27. You are forbidden from committing any type of vandalism. You are not to damage or deface detention center property. This includes, but not limited to, graffiti writing scratching, breaking, disfiguring, and/or destroying any detention center property.
28. There is to be no “horseplay”, rowdy or rough play.
29. Littering (leaving trash around) will not be tolerated.
30. You will receive a consequence for trying to manipulate staff. This could be by providing false information, playing staff against each other, or any other means of manipulation.
31. There will be no trading or stealing of food or personal property.
32. You are expected to be in control of your bodily functions. You should ask to excuse yourself to your room and not allow your functions to become a distraction or discomfort to others.

PERSONAL PROPERTY

You are not allowed to keep any personal possessions. Your clothing and personal items will be stored in a locker. We will give you everything you need including clothing, shoes, and bedding. We will also provide personal care items including a toothbrush, toothpaste, lotion, deodorant, shampoo, body soap, and hair comb.

CLOTHING

You must wear your issued clothing appropriately at all times. This includes, but not limited to your T-shirt must be tucked in, NO sagging shorts, NO sweatpants over or around your feet, NO sagging sweatpants.

Clothing worn **MUST** be the appropriate size for you {pod manager will determine if you should wear a different size clothing}.

You are only permitted to wear one (1) pair of socks, underwear, shirts, shorts, sweatshirt or sweatpants at a time. Excess clothing items will be considered contraband.

Residents with long hair will be issued one (1) hair tie only.

Residents who are redirected for having their hands pulled up into their shirt or slid into their pants will receive an automatic 1 hour catwalk restriction for each occurrence.

SEARCHES

We can search all residents and resident property at any time deemed necessary.

You will be searched any time you enter the building including when you first arrive and after visits. You can be searched at any time while inside the building if a staff member believes someone has something that you should not have. The term **property** includes both personal and Juvenile Detention property.

The facility has written policies and procedures governing searches of youth, the facility, and visitors in accordance with applicable law. The facility posts search policies at the entrance to the facility, in the intake/admissions area, all living units, and in visiting areas. Staff can demonstrate appropriate pat-down and clothing searches for youth during orientation.

Property that is found to be illegal, unauthorized or inappropriate, such as/but not limited to gang literature, pornographic material, suicidal/threatening letters, and numbers and addresses of former/current residents will be taken. Less dangerous contraband such as excess books, magazines, and/or pictures will be returned to your locker and/or to the facility.

REQUEST FORMS

The Youth Care Manager on duty in your pod has request forms for you.

You may fill out a request form anytime you need something that the Youth Care Manager in your unit cannot provide. For example, you may request to talk to your probation officer, the counselor, doctor, nurse, the Director or Assistant Director, or to your attorney.

The filled out form is sent to the person you name.

This form can also be used to request a review of lost privileges.

Request forms will not be allowed to be filled out during the school day or other programming. They may only be completed during your leisure time in the pod.

MEDICAL CARE

A nurse visits twice a day, seven days a week for sick call. If you have prescribed medication, you will receive it at that time. If you have a headache, stomachache, or do not feel well, you should report this to medical staff or the youth care manager on duty. You can also fill out a request form for the medical staff. The doctor visits the facility twice per week to provide checkups and address any resident medical issues or concerns.

You are forbidden from hiding your medication or giving your medication to another resident.

Each shift is trained to respond to medical emergencies, and can do basic medical procedures. If you become really sick or injured, you will be treated at Johnson Memorial Hospital, which is located next door, and your parents will be notified anytime you are transported to the hospital.

Basic medical care is provided by Juvenile Detention staff. However, it is the parent or guardian's responsibility to pay for individual care, hospitalization, and prescriptions.

If you have complaints regarding medical care, you should request to speak to a supervisor or administrator. You can do this in writing with a request/grievance form or you can talk to them in person.

Showing disrespect towards medical staff will result in consequences, including the loss of your next 3 phone calls, loss of your next 2 visits, and you will serve a punitive lockdown until reviewed. You will also not be permitted to see medical staff and your medications will all be pre-packaged.

Medical Lockdown (MLD)- A resident may be placed on medical lockdown (MLD) when injured or sick. Residents will stay on medical lockdown until they are taken off by medical staff. Residents on medical lockdown may sleep; have telephone calls and visits as allowed by medical staff, administration, or the supervisor. If you are placed on MLD, you must remain on this status for at least twenty-four (24) hours.

Medical Catwalk (MCW)- Residents may be placed on (MCW) as directed by medical staff. Residents assigned to this status may sit outside their cell door, but shall not leave the pod or be given work details. Residents on medical catwalk may have telephone privileges and visits as allowed by medical staff, administration, or the youth care supervisor.

EXPECTATIONS FOR SPECIFIC AREAS

This section will cover specific expectations for the different areas of the facility. All of the general facility expectations that were covered previously in this handbook still apply in all of these areas as well.

PODS

1. You will clean your room daily. This includes; making your bed, wiping the window ledge, and cleaning the table, sink, toilet, & mirror. You will also sweep & mop. Your room should be ready for inspection.
2. Failure to make your bed or appropriately use the sheet over the mattress will result in a loss of your mattress for the next day and night. You are required to make your bed before leaving the room.
3. You must sleep with your T-shirt and shorts on. You may remove your socks in your room, but no one is permitted to sleep in just their underwear.
4. There are limits to the number of items you are allowed to have in your room. You are allowed to have up to three (3) books {this does not include the bible}, 20 sheets of paper {this includes letters, calendars, drawings}, and only five (5) pictures. Drawings and pictures are NOT to be posted / hung throughout your room. You are not allowed to have a writing utensil of any type in your room.
5. Everyone is expected to participate in pod cleaning/chores. At no time will residents be permitted in the mop closets.
6. You are not permitted to wear your sweatpants or sweatshirts in your room during lock down. There may be an occasion that this becomes allowed but only with permission of the pod manager.
7. Clothing rolls and shower shoes are to be kept neatly outside your door.
8. Do not stand on the tiles near and around the pod manager's control desk. You are not to lean on the desk or remove anything from the desk without permission of the pod manager.
9. Never enter another resident's room. Never touch another resident's clothing roll or shower shoes.
10. You are not allowed to move without permission. You must raise your hand to get permission to move to a different seat, get a drink, go to your room, use the restroom, etc.

11. Never move furniture without permission. Do not prop your feet up on the furniture or the rails.
12. No touching of other residents.
13. Do not look out into the hallway at staff or other residents passing by.
14. Noise level in the pod must be kept to a low level. Appropriate noise level will be determined by pod manager on duty.
15. You will not talk to any resident who is on catwalk or lockdown consequence.
16. Hygiene cups and wash cloths are not to be left in the shower. Wash cloths go to the clothes bin and the hygiene cups are to be thrown away.
17. **Do not cover your speaker or windows in your door.** There is to be no talking in the vents. You are not to knock on your cell door unless you need immediate assistance.
18. There are no saved seats/seat checks. If you get up, the seat is available for others to take with Pod Manager's permission.
19. You are forbidden from removing any information from the dry erase boards located in the pods.
20. When instructed to line up for movement, you will line up on the upper catwalk nearest the door to the pod. The line will start behind the first upright pole after the steps (do not line up on stairs or at the opening to stairs), there is to be no talking while in line, you are to look ahead to the person in line in front of you, you are not to touch any other resident. You will then count off when instructed to by the pod manager.
21. In case of a fire drill, the procedure for lining up is the same except you line up on the lower catwalk facing the fire exit doorway.

Weekenders: You will be required to complete a minimum of 2 hours of study per day.

If you do not have school work with you, you will be provided with an educational packet developed by detention.

When in the dayroom, you will have an assigned seat and will not be allowed to talk with regular detention residents.

HALLWAY

1. There is to be no talking while in line or in the hallway.
2. You are to look ahead to the person in line in front of you.
3. You are not to touch any other resident.
4. You will count off when passing through a doorway.
5. Do not enter through any doorway or turn a corner until instructed by staff to do so.
6. Your hands and arms are to be down to your side or hands clasped together behind your back.
7. All clothing must be worn according to guidelines. This includes T-shirts tucked in and sweats on. Staff may on occasion allow you to fold up and carry your sweats if the situation warrants.
8. Do not touch posters hanging or chalkboard when passing them in the hallway.
9. You are not to look into control, visitation, or other pods while you are in the hallway.
10. You will always walk on the pod side of the main hallway and the chalkboard side of the recreation hallway.
11. You must walk at a controlled pace in the hallway. No running or trying to outpace staff members.

CAFETERIA

1. Upon entering the cafeteria, sanitize your hands, remain in line and proceed to the serving line. Wait to begin taking items until instructed to do so by staff.
2. **NO talking or non-verbal communication while in the cafeteria! First offense will result in loss of café privileges for the next meal. Second offense will result in loss of café privileges for the remainder of the day and all of the following day. Third offense will result in immediate removal from café, regardless of whether you have finished your meal and loss of café privileges for the remainder of the day and all of the following day. You will also serve a punitive lockdown of seven (7) hours. There are NO warnings once you enter the café.**

3. If your hair touches your shoulders, it must be tied up with a hair tie before entering the café and left up until you walk out of the café. (This applies to both males and females.) **Kitchen staff will not serve you food if you refuse to comply with this requirement.**
4. Each meal period is limited to fifteen (15) minutes from when the last resident is served.
5. You should take all items the first time through the line. Once you leave the serving line, you will not be permitted to return to the line unless offered seconds.
6. Only take the allotted amount of items. Taking of extra items will result in a consequence.
7. No trading of food is allowed. No giving food to another resident or taking food from another resident is allowed.
8. Do not move without permission. You must raise your hand to get up out of your seat.
9. Staff members only are permitted in the staff lounge and break area. Staff members only behind the serving line, unless you are assigned to do dish detail.
10. All disposable trash to be placed in the trash can. Milk, water, and remaining food should be placed in sink/trough at the dish return window. Utensils (brown) should be cleaned and placed on ledge at tray return window. Disposable utensils (white) should be shown to staff member before discarding them in the trash.
11. You must take all items to the sink/trash area in one trip. You are NOT permitted to keep your water cup at your table after returning/disposing of other items.
12. No moving of the tables or chairs.
13. No residents are to open or remove items from the Hot Box.
14. **Residents are not allowed to refuse breakfast. Refusal to eat breakfast will result in a consequence.**

RECREATION

Residents shall receive one (1) hour of structured recreation each school day during the school time. The school based recreation, also referred to as SPARK Recreation, will be part of an educational approved curriculum and does count as part of your school work while here. The recreation session is required for anyone who is not on a Medical Recreation Restriction. Residents serving their Reception Catwalk time are permitted to participate in SPARK Rec.

Residents will receive at least one (1) hour of free recreation each day. This will occur during the evening hours. Activities permitted are determined by your Pod Manager. Regardless of the activity, there is to be no horseplay, rough play, deliberate physical contact, or trash talk. **The only physical contact that will be permitted is a “high five” or “fist bump” to show good sportsmanship.** Participation is required for anyone who is not on a Medical Recreation Restriction.

You will show good sportsmanship during all recreation activities and special events.

On days where there is no schooling, such as holidays and weekends, residents will receive an additional free recreation period of at least one (1) hour during the day time. If your Pod Manager determines appropriate, based on behavior and availability, you may receive additional recreation time or sessions.

Expectations for the recreation area include:

1. Only one resident at a time is permitted in the shoe/equipment room.
2. Residents are forbidden from entering the weight room.
3. Any misuse of recreation equipment will result in lockdown for 7 hours.
(*example: kicking the basketballs or volleyballs*)
4. There is to be no horseplay, no rough play, or deliberate physical contact.
5. There will be no “trash talk” allowed.
6. No hanging or climbing on the basketball nets or goals.
7. Outdoor recreation is available for use when determined appropriate by Pod Manager. All residents must be indoors or outdoors. No split of residents between indoor and outdoor unless additional staff is present.
- 8. All residents are required to wear shoes during recreation.**
9. The SPARK Recreation equipment is to be used during SPARK Rec. only.

10. There is to be no striking of the ceiling tiles with the equipment.

-Hitting ceiling tile that results in a cracked or broken tile will be immediate removal from participation in recreation, seven (7) hours of punitive lockdown, and loss of next available free recreation session.

-Hitting ceiling tile that results in the tile being moved and it stays out of place will be immediate removal from participation in recreation, seven (7) hours of punitive lock down, and loss of next available recreation session.

-Hitting ceiling tile with no damage or movement will be determined by in game rules. Example is in kickball, you are automatically out.

Weekenders: Weekenders are not allowed to participate in free recreation. Residents on weekender status **will** be required to walk laps while in recreation.

EDUCATION & TASC PREPARATION AND TESTING

Classes are held in detention year round. The teachers are state-licensed instructors. Classroom participation is mandatory and part of our programming whether you are currently enrolled in school or not. Residents will be working on our Apex or their regular online school classes. Class work and materials can be obtained from your home school as well.

Residents will be expected to take a TABE Locator Assessment on the first day of attendance in the Classroom. This will be repeated periodically throughout your stay to evaluate your education progress.

You will be issued a school folder. Neither it nor its contents are to leave the facility when you leave. If you complete an Apex course, a copy of your completion letter will be placed in your locker for you. If there is other documentation in your folder you would like to leave with, please ask our Education Department about making a copy for you.

Only your name should be on your school folders - no writing or drawings. You are not permitted to take folders back and forth from the Classroom to the housing unit.

Drawing of any type in the classrooms is strictly forbidden and will result in a consequence. Drawings will be immediately confiscated.

Residents, who need one, will be assigned a Chromebook to use while in class.

You are expected to take proper care of your Chromebook while it is in your possession. You could be responsible for any damages that occur while the Chromebook is assigned to you. You are also expected to clean your Chromebook inside and out at the end of EACH DAY with a provided computer wipe that is available to you in each classroom. BEFORE YOU CLEAN YOUR CHROMEBOOK, be sure to log out of Apex or your school program, then log out of the Chromebook and then shut it down when the software asks you to. DO NOT hold down the power button. This can damage the software.

Unauthorized use of the computer/Chromebook or attempting to clear the history or change the settings on the Chromebook will result in a punitive lockdown from 3pm to 10pm. Unauthorized use includes but is not limited to, accessing the internet for anything other than authorized school work while you are here. NO email, messaging, listening to music, watching videos or searching/viewing anything on the internet that is not authorized by staff. Everything is monitored. You will be flagged if you try and we will be notified instantly.

Resident expectations in the Classroom are to be respectful, focus and make progress on Apex or your regular schoolwork, remain quiet, do not be a distraction to others in the classroom, keep your head up, stay awake, use positive words, and have positive conversations. Cursing is NOT allowed or tolerated as well as bullying or making fun of other residents. No inappropriate conversations or discussing of charges. Raise your hand and wait to be acknowledged by the Educator if you have a question or need help. Do NOT get out of your seat without raising your hand and receiving approval from the Educator. **You are NOT allowed to leave the classroom areas without being escorted. Doing so will result in a consequence.** Use the restroom BEFORE you come to class. Restroom use during class time is VERY limited. There is to be NO female and male interactions.

Residents who refuse to participate in class or programming will be placed on lock down until 10 pm. Residents who are removed from class or a program will also receive a consequence for the day.

Residents will earn 15 initials for earning a credit in a class and 3 initials for scoring 70% or higher on the weekly electives test.

TASC preparation is available to those students who are no longer enrolled in school and are 16 years of age. This is normally accomplished by assigning an appropriate Apex course(s) to help your proficiently and to grasp the tested subject matter in order to be prepared for the final test. Should you be accomplished enough to take the TASC while you are here, the cost of the TASC will not exceed \$90.00. Talk to the teachers – they can help you make a plan.

GROUPS AND PROGRAMMING

Residents will be offered the opportunity to attend a variety of groups throughout the week. Some of these groups are mandatory and others are voluntary.

Residents will attend at least one (1) group session each school day. These include sessions for interpersonal life skills & choices.

Residents are required to attend and participate in these group sessions, including completing any assignments during group or follow up assignments. **Refusal to participate in these groups or not completing follow up assignments will result in a consequence.**

Residents who have been removed from specific group participation will be placed in their room for the session and they will be on lock down status with their mattress removed for the session.

Participation in the monthly Sexually Transmitted Infections testing is voluntary.

Residents are expected to be respectful, ask questions when needed, stay awake, use positive words, have positive conversations, and try to have fun.

Residents are not to discuss charges or glorify criminal activity during these sessions.

There may be opportunities for residents to attend voluntary programs such as Alcoholics Anonymous (AA), church, and counseling. These groups are optional.

If you have a question about the programs we offer, please ask a staff member or fill out a request form for the Program Supervisor.

PRIVILEGES

You will get several privileges to enjoy throughout your stay if you behave. This is achieved by following rules and being respectful to staff and other residents. It is important to remember that these are privileges and not rights! If you do not follow the rules, you will lose privileges.

The following is a list of privileges:

- **Meals in the dining room**
- **Recreation/ Leisure Activities**
- **Telephone calls**
- **Library Access**
- **Visits (*virtual only during Covid*)**
- **Television/ Movies**
- **Send and receive mail**
- **Special programs**

LETTER WRITING

You are allowed to send and receive mail while you are in Juvenile Detention. A staff member checks all incoming and outgoing mail. When you first arrived, you signed a paper explaining we check all mail.

If you do not have stamps, you will be given one stamp to write to a parent or guardian to request stamps. No free stamps will be given to mail letters to friends. Postage for letters to your probation officer or to your lawyer will be paid for by Juvenile Detention if you do not have stamps to use for this purpose. If you have stamps, you are expected to use them.

Additional mail guidelines:

- You are not allowed to send or receive mail from past residents, directly or indirectly, unless they are your brother or sister.
- You are not allowed to send mail to others in detention, jail, or prison unless it is an immediate family member.
- You are not allowed to have addresses/numbers from current or past residents.
- No cursing, vulgar language, mention or refer to drugs, or gang references are permitted in your letters.
- No placing letters in another resident's letter.
- No mentioning of resident names (the information that you, as well as other residents, are detained here is confidential and privileged information and protected under Federal Law).
- No sharing of stamps with other residents.
- No sharing of letters, contents, or other notes among residents.

Letters to Judges and Attorneys may be sealed in an envelope when to turn them in for your legal privacy.

FAMILY VISITATION

All in person family visits have been suspended during the Coronavirus Pandemic.

Each resident who is not on a consequence or in quarantine may receive a virtual visit with their family one time per week.

These visits will be scheduled by Detention Administration with residents who desire to have a virtual visit. These visits will be scheduled to take place on weekends and Holidays.

Each virtual visit shall last no more than 45 minutes.

TELEPHONE RULES

You may make up to **six (6)** phone calls a week.

All phone calls are monitored by staff!!

Each phone call has a time limit of 15 minutes. If a phone call is ended prior to the 15 minute time limit, it will still count as a fully completed call. You will not be granted extra time on another call or have the ability to use the remaining time on an extra phone call.

You may not trade phone calls or make calls for other residents.

Remember – telephone calls are a privilege, if you do not follow the rules you will lose your phone calls.

When you are talking on the phone, do not step on the tile, do not lean on the desk, do not use profanity, no three-way calling, remain standing, be respectful, and no discussing of other residents.

During your first 24 hours (while you are serving your reception catwalk time), you will be allowed two (2) five (5) minute phone calls to be made to your parent/guardian only.

For the first 30 days of your stay with us, you will only be allowed to call family members. After your 30th day, you may send a request form to your probation officer asking permission to call other people.

TELEVISION/ MOVIES

The selection of television programs and movies is at the discretion of the Youth Care Manager in charge of the pod.

At no time is a resident to touch the television, the remotes, the DVDs or DVD player.

There will be no **regular** television privileges on school days until after 6pm. **Movies will be allowed at the discretion of the pod manager after class at 3pm.**

Specific TV/Movie Restrictions:

- › No local news programs
- › **No music or music video channels will be allowed in the pods at any time.**
- › No socially questionable programs due to violence, language, sexuality, or context.
- › Movies must be Rated-G or PG-13. No Rated R or Non Rated movies are allowed

COMPUTER RULES (in the units or pods)

Ability to use the computer is based on good behavior. Failure to follow rules may result in the loss of computer privileges. Staff members can stop computer time for any reason, at any time.

When using the computer:

- **Do not** make ANY changes, additions or deletions to any computer.
- **No Drawing of any kind.**
- **Computer use is a privilege and is based on good behavior.** Use will be limited to 30-minute intervals and will be determined and supervised by the Youth Care Manager (YCM) in the housing unit.
- **Only 1 resident allowed at computer at a time unless approved by supervisor.**
- **NO documents or letters will be created on the computer.**
- **Do NOT save any games/rounds to the system. When you are asked if you want to save the game ALWAYS, answer NO.**
- Single player games are set up to use the name of Player One.
- **DO NOT REMOVE ANY STICKERS LOCATED ON THE COMPUTER.**
- **Refusal to follow the rules mentioned here or those stated by staff members will result in consequences.**
- **Residents who are not getting along with other residents, on a 1 on 1 status, or are to be separated from the remainder of the pod may be permitted to watch a movie on the computer with headphones.**

LIBRARY

Ms. Wright with our Education Department is serving as our official Librarian. There is a wide variety of books for you to read while in Juvenile Detention. These books are located in the Main Library, which is the room next to the Classrooms in the education area, as well as, the Secondary Library in the D/E Quiet Room. These books may be taken back to the pods/rooms for you to read. At NO TIME, should you take a hard back book into your room in the pod.

There are also book cases in each Classroom that the books are specifically designated for classroom use ONLY. They are educational in nature and some are specific to Educational Core subjects including Apex. There are also Quiet Reading books. All of these books are to be used ONLY in the classrooms and for quiet reading during the programming day. These books are to be kept in the classrooms and cannot be taken back to your pod/room for your personal reading. If Quiet Reading is conducted somewhere other than the classroom, you are to bring the book back to the classroom upon your return from Quiet Reading and place it back in the appropriate place in the book case where you took it from.

RETURNING A LIBRARY BOOK:

When returning a Library book it is to be placed neatly, standing upright on the Library Book Return Cart. There are two of these carts. One is in the area of the Main Library by the classrooms and a second cart is located just outside of the D/E Quiet Room Library. Return your book to the book cart that is with the particular Library you took the book from.

LIBRARY BOOKS SHOULD NOT BE TAKEN INTO CLASSROOMS.

OCCASIONAL LIBRARY BOOK PROCEDURE:

From time to time, all library books are collected for inventory. The books will be collected and processed by Ms. Wright. If you want the book back later that day after inventory processing, you should leave a bookmark, with your last name on it, in the book to mark your place. Make sure the bookmark is visibly sticking out of the top of the book. If there is not a visible bookmark in the book, there is a good chance it will be placed back on the Library shelf. If you don't have a bookmark, you may ask Ms. Wright for one.

Bibles and Movies are NOT a part of our Library inventory and do not need to be returned to a book cart. They can be taken and returned back to the shelves they came from, keeping them neatly organized. Bibles & Movies should NOT be placed on the Library Book Return Carts.

POSITIVE INCENTIVE PROGRAM

You will be given an index card at the time of admission. It will be your responsibility to take care of this card. The card will be kept in your room and not in your hygiene box. Any cards found in the hygiene boxes will be handed back to the resident with the initials marked through as a consequence for having the card in the box.

When you have completed an action/detail, a staff member will initial your card with a red ink pen. Once you have obtained at least 25 initials, you can pick a reward/incentive from the first tier. A line will be drawn through the initials to alert the staff member that a reward has been obtained. The staff member will document on the back of the card their name, reward given, and date. You will then start over on the same card. If you do not want to pick a reward from the first tier, you can continue to save for the next tier. Once you obtain 75 initials, you can pick a reward/incentive from the second tier of items or you can continue to try to obtain 100 initials to pick a reward/incentive from the third tier. You must be incident free for a period of 24 hours to receive rewards from the incentive program. If your consequence is a result of physical contact with a staff member or another resident, you must wait seven (7) days to receive rewards.

Earned initials cannot be taken away for inappropriate behavior except if the card is found in the hygiene boxes. You are not allowed to receive rewards while on punitive consequence. Earned rewards that are on-going, such as underwear, hygiene products, etc. will be placed in your locker if you are placed on lockdown **greater than 7 hours** after having earned them. You are permitted to take them home, but cannot use them unless you earn the appropriate number of initials again and request that as your incentive.

The goal is for all staff to follow the Positive Incentive Program and not give rewards that are not within the guidelines of the program. For example, a resident should not earn a soda for making a half-court shot. What should happen is that the resident should receive an initial for winning a recreational competition. Extra initials not on the list must be approved by a Supervisor.

Earned initials expire after 30 days. You will be issued a new card every 30 days.

Weekenders: Weekenders are not allowed to participate in the Positive Incentive Program.

Actions to Earn Rewards/Incentives

Tier 1 = 1 initial each

<ul style="list-style-type: none"> • Cleaning Showers • Sweeping Floors • Mopping Floors • Clean the pod dayroom 	<ul style="list-style-type: none"> • Organizing the pod linen closets • Clean the pod chase closets • Winner of a recreational competition
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Tier 2 = 2 initials each

<ul style="list-style-type: none"> • Clean the library • Clean the indoor and outdoor recreation area • Clean the intake area • Clean the cafe • Organize and fold clothes in the laundry intake area 	<ul style="list-style-type: none"> • Clean the baseboards in the facility • Clean the brass in the facility • Assist staff with laundry • Clean the pod restrooms • Assist staff with painting • Organize shoe room in recreation
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Tier 3 = 3 initials each

<ul style="list-style-type: none"> • Learn etiquette for both males and females • Help tutor another resident • Research current event or holiday and display findings • Education Trivia/Spelling bees • Complete a book report and share with the other residents 	<ul style="list-style-type: none"> • Assist with Skills Streaming /After School Program • Winner of a poem/ song/play contest • Assist during a tour group • Create a mural on the chalkboard • Completion of their weekly goal
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Facility Cleaning

<p>If you assist staff with extra cleaning of the facility, you can earn additional initials. The <u>total</u> number of initials will be split evenly between the numbers of residents who assist with the cleaning detail. If an odd number of residents are involved, the number will be rounded up to ensure an even split.</p>	<p>Intake & Medical Area = 6 initials total Main Hall & Rec Hall = 4 initials total Visitation & Visit. Hall = 4 initials total Sweep/Mop Café Floor = 4 initials total Recreation = 8 initials total</p>

You can earn initials each school day in class for having appropriate behavior and making progress. You also earn 15 initials for completion of a course credit.

Rewards and Incentives- Must be incident free for 24 hours to receive rewards.
If your consequence is a result of physical contact with a staff member or another resident, you must wait seven (7) days to receive rewards

Tier 1 = 25 initials

- | | |
|--|--|
| <ul style="list-style-type: none"> • First in line for the day • Pick a movie or TV/Program • Extra sleep time (until 8am on school days and 10am on non-school days) | <ul style="list-style-type: none"> • 5 Extra photos in room • 1 hour Extra PC time • Longer shower time (15 min. total shower time) |
|--|--|

Tier 2 = 75 initials

- | | |
|---|--|
| <ul style="list-style-type: none"> • Choose a recreation activity • Choose an activity in the pod • Extra time on the phone (5 min.) • Personalizing their hair – for example: braids for the day • Pick a favorite meal for breakfast, lunch or supper • Soda and candy bar (<u>may have one or the other for 50 initials</u>) | <ul style="list-style-type: none"> • Shampoo • Conditioner • Body Spray • Aftershave • Puzzle book • Better quality tooth paste • Food/treats • Lotion |
|---|--|

Tier 3 = 100 initials

- | | |
|---|--|
| <ul style="list-style-type: none"> • Own stationary and envelopes • Getting to wear their own tennis shoes in recreation • Poster in room (appropriate) • Photo collage • Haircut • Own comb/pick/brush | <ul style="list-style-type: none"> • Extra phone call from approved phone call list • Own journal • 10 Stamps • Toothbrush • Chap stick • Wear your own boxers, underwear, or bra (no wires) |
|---|--|

- ❖ If you complete the TASC or receive your high school diploma, you will be rewarded with a value meal from a local fast food restaurant of their choosing.
- ❖ You can also be rewarded with certificates/trophies/plaques by staff members based on excellent behavior.
- ❖ **Earned rewards that are on-going, such as underwear, hygiene products, etc. will be placed in your locker if you are placed on lockdown greater than 7 hours after having earned them.**

CONSEQUENCES

If you violate the expectations and rules of the facility, you will receive a consequence. Staff may use a variety of consequences to correct inappropriate and unacceptable behaviors.

The most commonly used consequences are:

No talking- staff may restrict you from talking for being excessively loud, whispering, or having inappropriate conversations.

Essay writing or sentences – staff may require a resident to write an essay or sentences for minor rule violations. Youth care staff reserve the right to approve a given essay topic or sentences.

Loss of privileges- Any and all privileges can be removed, including but not limited to, telephone calls, television, participation in recreation, attendance at special programs, computer privileges, writing privileges, and/or visitation.

No Café- Residents on cafe restriction will not be allowed to go to the cafeteria for meals or snacks. This restriction may be imposed because of misconduct, medical, or security related concerns. Residents may go to the café once the restriction has ended. You will eat your meals in your room.

Catwalk- Catwalk restriction is less strict than lockdown because instead of being in your room, you can sit and watch activities from the catwalk. All residents on this status will be situated on the upper level (2nd tier) catwalk for security, observation, and monitoring.

- Residents on catwalk restriction will sit on a blanket on the catwalk while other residents will be allowed to be in the dayroom.
- Residents are not allowed to talk unless you have raised your hand and have been called on by staff. You may only speak to staff.
- Residents assigned to catwalk will be allowed cafeteria, television, reading, homework, writing (only for the purpose of completing homework or request forms, as long as your behavior is appropriate), school, and visitation privileges unless otherwise restricted by an administrator or supervisor.
- Residents on this restriction will not be permitted telephone or recreation privileges unless approved by an administrator or supervisor.
- Residents will not be allowed to lie down while on the catwalk. However, they will be provided regular breaks for stretching and will be permitted to support their back against the wall to prevent soreness or potential injury.

Punitive Lockdown- This is the most restrictive form of segregation and is designed to ensure security, to protect residents, staff, and visitors. It is also used to hold residents responsible for major rule violations as outlined in the Behavior Management System. Residents assigned to this status shall be restricted to their room, except when showering or as otherwise approved by staff.

- Many items are not allowed to be in the resident's room during lockdown. Some examples include; sheets and blankets, mattresses, and hygiene items. A resident's room **will** be searched before lockdown begins. **All items will be removed from the room prior to the resident being placed in the room for lockdown. This includes the mattress, blankets, books, papers, toilet paper, personal items etc. The resident can earn items back one by one with appropriate behavior and compliance with the rules of lockdown.** Residents are limited to 1 book and 1 blanket for the duration of the lockdown.
- Residents assigned to punitive lockdown status will not be permitted to sleep or lie down during waking hours, but will be provided a blanket to sit on. Residents will be allowed to sit on the floor or bed, read a book, sit quietly or exercise.
- Residents on punitive lockdown will not be allowed to have cafeteria, classroom, or other privileges requiring them to leave their room. Exceptions may be made for counseling or legal services, but only as approved by an administrator or supervisor.

Administrative Lockdown- This type of lockdown is less strict than punitive lockdown but residents still have to stay in their rooms while on it. Administrative lockdown is used to ensure security, protect residents, staff, and visitors, and to hold residents responsible for their actions.

This form of lockdown is commonly used to encourage residents coming off punitive lockdown by allowing limited privileges or to control residents who have shown a pattern of behavior so violent or irrational that they pose a threat to themselves or others.

- Residents who are on disciplinary administrative lockdown may sleep, sit on their bed or read. They may also have phone calls, visitation, and other privileges as allowed by an administration or the supervisor in cases the administrator is not here.
- **Prior to the resident being placed in the room for lockdown. Staff must remove books, papers, toilet paper, personal items etc. The resident can earn items back one by one with appropriate behavior and compliance with the rules of lockdown.**

Pod restriction- This means the resident cannot leave the housing unit. They must eat their meals in their rooms or in the pod and they must complete their schooling in the pod.

*****Reading and acknowledging this handbook is your warning for all of the expectations and rules of this facility. No additional warnings are required.**

The details of each of these incidents may be reported to the Probation Department and to the Court that ordered your detention here. Further, additional criminal charges may be filed because of the infraction.

USE OF PHYSICAL FORCE AND RESTRAINTS

The use of physical force and restraints by staff is justified to subdue unruly residents who are displaying aggressive non-compliance.

Physical control to separate residents in a physical altercation, as self-defense, or to defend other staff person(s), residents, and/or visitors is also allowed by staff.

Physical force and restraints are justified to prevent you from harming yourself.

Reminder, if your actions result in the Sherriff's Department being called in to deal with your behavior, at a minimum you will be placed on 2 days of punitive lockdown followed by administrative lockdown until review.

GRIEVANCE FORMS

A grievance can be filed when you have talked about a problem with staff and/or the shift supervisor and still feel that you are being treated unfairly. *Remember, when people get angry they are not always thinking clearly, so it is usually better to calm down before writing a grievance.*

You will place the completed grievance form (same form as a request form) in a sealed envelope (available in the pods) addressed to the Assistant Director. The Assistant Director will review the grievance. A written response to your grievance will be made within 24 hours, excluding holidays and weekends. If the situation needs immediate attention, you can request to speak to an administrator directly.

The grievance procedure includes one level of appeal using the grievance form. If you would like to appeal the decision of the grievance made by the Assistant Director, you have the right to have the Director review the grievance. This is done by checking the box to appeal the decision on the grievance form. You will then place the same grievance form that was returned by the Assistant Director in sealed envelope (available in the pods) addressed to the Director. The Director will review the appeal. A written response to your appeal will be made within 24 hours, excluding holidays and weekends. The Director's decision of the appeal will be the final decision.

EMERGENCY PROCEDURES

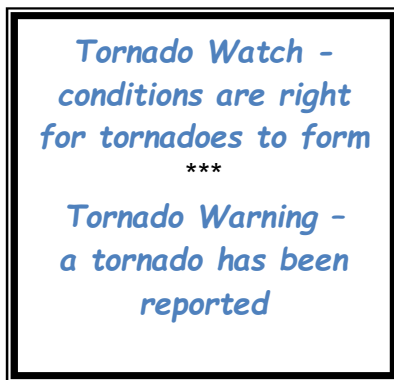
Upon your assignment to a housing unit, the Youth Care Manager in charge of the unit will discuss emergency procedures with you. You are required to follow all staff instructions. In the event of an emergency, you will be instructed to do a number of things – every resident is expected to follow these instructions. Remember, the best thing you can do is to remain calm and quiet, and follow staff instructions.

CODE ALARM/FIRE

In the event of a “code alarm;” you will line up on the bottom catwalk facing the fire exit, remain quiet, and wait for instructions. If the “code alarm” is a drill, you will be able to return to normal activities, however, in the case of a real fire; you will stay with the Youth Care Manager and move to a secure area away from the fire.

INCIDENT/ CALL FOR STAFF ASSISTANCE

If there is an emergency/ incident, that does not require us to leave the building, you are expected and required to follow all staff directions. In most cases, you will go to your room and wait for staff to call you out.



TORNADO

If we have a tornado or tornado warning, you will be told to line up. The Youth Care Manager will lead all residents to the lower catwalk on their assigned pod. Once on the lower catwalk, you should sit down on the floor, facing the wall, and place your hands over your head. The supervisor will let you know when it is safe to return to normal activities. Again, it is important that everyone remains calm and quiet, and follow staff instructions.

CHEMICAL SPILLS

In the event that there is a spill of a chemical, you are to notify a staff member immediately. Hazardous chemical spill clean-up kits are located at the control desk in each pod and in the kitchen area. If you have been contaminated by a chemical, you should immediately wash the product from your skin using soap and water and remove any contaminated clothing. If the chemical has made contact with your eyes, emergency eye wash stations are located in the medical area and in the kitchen.

OTHER

If you know about a problem that could threaten the safety of the facility, residents, or staff, report the problem to the Youth Care Manager or Youth Care Supervisor right away.

Dickinson Juvenile Justice Center/Juvenile Detention Youth Safety Guidelines (In accordance with the Prison Rape Elimination Act of 2003)

While you are in our custody it is important to us that you remain safe and free from any type of abuse. The DJJC works very hard to help youth change their behavior. Our most successful youth have worked hard to change their own behaviors too. We want to help all youth become successful in an environment that is safe. This section of the handbook gives you important information about your safety. This section of the handbook will help you:

- Be safe while at Juvenile Detention
- Get help if you are abused or harmed
- Take the right steps to report if you are abused or harmed

There is Zero Tolerance for Any and All Abusive Behaviors

This means that if a youth or staff member is abusive, we will investigate the abuse. The investigation will follow laws and rules that hold the person accountable.

The Problem of Abuse

Whether you are at home, in the detention center, or in foster care, the possibility exists that another person may be abusive toward you. Abuse can be physical, emotional, or sexual. It is wrong for anyone to threaten or hurt another person. Everyone deserves to be safe. Unfortunately, some youth or even staff members may try to harm you.

Abuse can
include:

- **Hitting**
- **Intimidation**
- **Bullying**
- **Threatening**
- **Sexually abusing**
- **Harassment**

***Abusive behaviors are criminal acts and will be investigated.**

Sexual and Romantic Activity

All sexual or romantic activity between staff members and youth is against the law. Also, sexual activity between youth in the detention is not allowed and against the law.

Who Do We Mean by Staff Members?

When we talk about staff members in this handbook, we are talking about any adults who are assigned to work with or help detention youth.

Staff members will do everything they can to prevent abuse. The actions they will take include:

- ✓ **Supervising you closely.**
- ✓ **Creating and enforcing rules to keep staff members and youth safe.**
- ✓ **Holding a person accountable (no matter who they are) if they abuse someone else. This means staff members will report the abuse so it can be investigated.**

Staying Safe

Promoting safety is not only what staff members do, but what you, as a youth, must do. Here are some things you can do to remain safe.

Pay attention to:

- ✓ **Where you are.**
Avoid being isolated away from the main group where staff members can't see you.
Position yourself in plain view. Abuse happens more often when a youth is isolated and alone with another person than when the youth is part of a group.
- ✓ **Situations that make you feel uncomfortable.**
Trust your gut feelings. If a situation feels wrong, it most likely is. Work to get yourself out of that situation and then report what happened to a staff member or an adult you trust.
- ✓ **Special attention someone may be giving just to you.**
This may be favors, romantic or sexual gestures or talk. This includes sharing secrets. You need to report this to a staff member or an adult you trust.
- ✓ **Who you tell private information to.**
Some youth have been known to use this information to get another youth to do something they don't want to. The best place to start your report would be with your pod manager or ask to speak to the shift supervisor directly. Be sure to let them know that your complaint is an emergency and can't wait until later.

Do Not's:

- ✓ Do not accept any offer of protection. Someone offering to protect you from consequences or harm from anyone else will likely want something in return.
- ✓ Do not accept a loan or gift.
- ✓ Do not let manners get in the way of keeping yourself safe.
Do not be afraid to shout "No" or "Stop it now"

Take action!

- ❖ Tell staff members immediately if someone tries to isolate you, singles you out, gives you anything special, wants to trade or loan an item, or offers you protection.
- ❖ It is very important that you report these things to a staff member or adult you trust.
- ❖ If the staff member or adult you trust doesn't take you seriously or does not believe you, tell another staff member or an adult you trust about it.

How to Report Abuse

If you are abused or know of someone that has been abused, you need to **report** it. Remember, abuse can be emotional, physical, or sexual. Reporting abuse can seem difficult but it will ensure that you or others are safe from more harm. It also means that the person who caused the harm may not harm you or others any more. This is a very important way to make sure your living space stays safe.

Talk to or send a request form to any of the following:

- ✓ Director
- ✓ Assistant Director (PREA Coordinator)
- ✓ Shift supervisors
- ✓ Pod managers
- ✓ Counselor
- ✓ Teacher
- ✓ Your Probation Officer
- ✓ Parents or guardians
- ✓ Your attorney or advocate
- ✓ Chaplain or minister
- ✓ Doctor or nurse
- ✓ Any other adult you trust

If Abuse Happens...

What are the steps I should take if I'm sexually abused?

While you are here, if you have been sexually abused at detention or outside of the facility, it is important that you do the following:

- ✓ Report the sexual abuse to a staff member, or an adult you trust.
- ✓ Get medical help right away.

It is important that you avoid the following until you get medical help. The following things will help preserve evidence so we can take action against the person who abused you.

- Do Not:**
- Shower or wash
 - Use the restroom
 - Eat or drink
 - Brush your teeth
 - Change your clothing

What happens if I report that I have been abused – emotionally, physically, or sexually?

You will get medical attention if you need it. We will take steps to make sure you are as safe as possible from more abuse and will work hard to keep things confidential. We will tell you how to get counseling. The abuse will be investigated.

What will happen if I abuse someone?

We will investigate the abuse. If you are found guilty you could face more time in custody, be sent to the Department of Correction, or you could even be waived and charged as an adult resulting in either jail or prison time. If you have trouble controlling your actions, seek help so that you don't harm anyone.

What should I do if I witness abuse or even just suspect I witnessed abuse?

You need to report any abuse or suspected abuse you witness or hear about. An investigation will take place to find the truth. You won't get in trouble if you make an honest report.

What will happen if I make a false report?

Staff members take reports of abuse very seriously. If you choose to make a false report of abuse against anyone, it will be discovered. Anyone making a false report will be held accountable. This includes loss of privileges and possibly new criminal charges.

Immigration Information

Immigrant Welcome Center in Indianapolis

John H. Boner Community Center

2236 East Tenth Street

Indianapolis, IN 46201-2006

(317) 808-2340 (direct)

(317) 808-2326 (direct)

(317) 223-0394 (direct)

U.S. Immigration Support (not affiliated with U.S. Government)

1-888-346-6494

U.S. Citizenship & Immigration Services (U.S. Department of Homeland Security)

1-800-375-5283

Centro de Bienvenida para Inmigrantes de Información de Inmigración en Indianápolis

John H. Boner Community Center

2236 East Tenth Street

Indianapolis, IN 46201-2006

(317) 808-2340 (directo)

(317) 808-2326 (directo)

(317) 223-0394 (directo)

Apoyo de Inmigración de los Estados Unidos (no afiliado sald el)

1-888-346-6494

Servicios de Ciudadanía e Inmigración de los Estados Unidos (Departamento de Seguridad Nacional de los Estados Unidos)

1-800-375-5283

GOVERNMENT CONTACT INFORMATION

State Information Center
317-233-0800

Office of the Governor
317-232-4567

Federal Information Center
1-800- FED-INFO

Secretary of State
317-232-6531

U.S. Senator
Washington, D.C Office
1-202-224-4814
Indianapolis Office
317-226-5555

Medicaid Information
317-713-9627
1-800-457-4584

U.S. Senator
Washington, D.C. Office
1-202-224-5263
Indianapolis Office
317-555-0750

Child Support Helpline
317-233-5437
1-800-840-8757

Indiana Department of Education
317-232-6610

Indiana House
317- 232-9600

Indiana Department of Labor
317-232-2655

Indiana Senate
1-800-382-9467
317-223-9400

Indiana Department of Revenue
317-232-2240

Internal Revenue Service
1-877-777-4778
317-685-7540

NOTICE: THE DIRECTOR AND THE ASSISTANT DIRECTOR CAN ENFORCE TEMPORARY RULES WHEN NECESSARY TO PROTECT THE HEALTH AND SAFETY OF AN INDIVIDUAL OR THE SECURITY OF THE JUVENILE DETENTION CENTER.

CALLING RELAY INDIANA



Dial 711 — You can easily call 711 from anywhere in the nation and connect with any relay service. While in Indiana, if you dial 711, you will connect with Relay Indiana. If you are in Florida and dial 711, you will be connected with Relay Florida, etc.

Dial 800-743-3333 and you can still be connected with Relay Indiana from anywhere in the nation.

Unfamiliar with the relay process?

Please have the telephone number and the name of the person you want to call ready for a quicker dial out. If there are extension numbers or prompts to follow and you already are aware of these, please have them ready to give to the Agent before they place the call. Remember to say or type Go Ahead (GA) when you have finished your part of the conversation. When you hear or read this, please remember it is your turn to continue the conversation. They must read everything typed to the hearing person, even the things you type in parentheses. Also, the Agents must type everything they hear including background noises. The Agent is not permitted to make judgment calls on how a customer feels during a relay call; however, you can ask how “loud” the voice sounds.

Types of Relay calls

- VOICE USER – If a person uses a standard phone and wishes to speak with others who use special equipment to communicate.
- TTY – If a person is deaf and does not voice, they may use a text telephone.
- VCO – If a person is hard-of-hearing and is able to voice, they may use Voice Carry Over.
- HCO – If a person can hear but is not able to voice, they may use Hearing Carry Over.
- COMPUTER ASCII – If a person wishes to contact the relay service by using a computer on line.
- SPEECH TO SPEECH – If a person can hear but has difficulties with unclear speech.
- SPANISH TO SPANISH – If someone wishes to have their conversation in Spanish.
- VIDEO RELAY SERVICE (VRS) – The interpreter/operator will appear on the screen and will place your call in the same way as a standard relay call.
- INTERNET RELAY – You will be able to see what you are typing and what the relay operator is typing, at the same time.
- CAPTEL (CAPTIONED TELEPHONE) – When the other party speaks, the relay operator “re-voices” the words simultaneously while the operator’s computer sends the conversation to the CapTel user in the form of text, which appears on the CapTel screen.



Full Nondiscrimination Statement

A USDA required nondiscrimination statement must be included on ALL forms of communication and program materials related to receipt of free or reduced-price child nutrition program benefits, including all materials for public information, education, or distribution that mention USDA programs.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](http://www.ascr.usda.gov/complaint_filing_cust.html), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.