



**SAN MATEO COUNTY
PROBATION DEPARTMENT
INSTITUTIONS SERVICES MANUAL**

**ARTICLE 5
Classification and Separation
§1353**

Topic Orientation

Policy This policy provides for the orientation of youth detained at the Youth Services Center (YSC) and Camp Kemp. The purpose of the orientation is to inform parents and youth of the facilities' daily routine, rules, youth rights, and available services (15 CCR 1353).

The department shall provide an effective method of orienting all youth detained at the YSC or Camp Kemp and for youth participating in the Girls Empowerment Program. The department shall provide a handbook for parents and youth (regardless of whether the youth has been previously admitted to a probation facility) explaining the youth's rights and the facility's rules and services. The department shall make accessible orientation information to all parents and youth, including those with disabilities, limited English proficiency, or limited literacy. Both written and verbal information will be provided.

The orientation should take place before youth are moved to housing and should be an ongoing process in the housing area so that the information is available to parents and their youth throughout their entire time in detention. Parents or guardians may receive information regarding the youth's stay in the facility via the On-Duty Officer of the Day or Admissions staff.

After being transferred to a housing unit, housing staff shall explain any rules specific to that unit.

To assist with the youth's transition into the detention environment, the orientation shall include the following topics, supplemented by a more detailed orientation handbook provided to each youth (15 CCR 1353):

1. Facility rules including contraband and searches and disciplinary procedures
2. Behavior modification program including facility's system of positive behavior interventions and supports including behavior expectations, incentives that youth will receive for complying with facility rules, and consequences that may result when youth violate the rules of the facility.
3. Correspondence, visiting, and telephone rules
4. Availability of personal care items and opportunities for daily showers and personal

- hygiene
5. Youth grievance procedures, including all steps and deadlines necessary to exhaust the grievance process, the youth's right to be free of retaliation for reporting a grievance, and the name of the person or position designated to resolve the issue
 6. Medical, dental, and mental health and counseling services available
 7. Programs and activities including the identification of any services and programs available in a language other than English.
 8. Classification/housing assignments
 9. The court process and access to legal services
 10. Access to educational services, religious services, and recreational activities
 11. Availability of reading materials
 12. Use of force/physical restraint
 13. Use of restraints and chemical agents
 14. Age-appropriate sexual abuse and sexual harassment information, including (28 CFR i. 115.333):
 - a. Zero-tolerance policy
 - b. Prevention and intervention of sexual abuse/harassment
 - c. Instruction on how youth can avoid being victims of sexual abuse and sexual harassment through self-protection techniques
 - d. Reporting sexual abuse or sexual harassment incidents, including how to report such incidents anonymously
 - e. Treatment and counseling provided for victims of sexual abuse or sexual harassment
 - f. Mailing addresses and telephone numbers, including toll-free hotline numbers where available, of local, state, or national victim advocacy or rape crisis organizations and, for persons detained solely for civil immigration purposes, immigrant services agencies (28 CFR 115.353)
 - g. Information regarding confidentiality, monitoring, and mandatory reporting of sexual abuse/harassment
 15. Contacting foreign consuls
 16. Immigration legal services
 17. Emergency and evacuation procedures (e.g., fires)
 18. Voting rights, including registering to vote
 19. An approved list of items that youth are permitted to possess
 20. Non-discrimination policy and the right to be free from physical, verbal, or sexual abuse and harassment by other youth and staff
 21. Identification of key staff and their roles
 22. Room confinement
 23. How to request different housing, education, programming, and work assignments
 24. How parents/guardians receive information regarding the youth's stay to include answers to frequently asked questions and provides contact information to the facility, school, and mental health.
 25. A process to request access to Title 15 Minimum Standards for Juvenile Facilities

In addition to English, orientation information will be provided in the most commonly used

languages for the youth population.

The Superintendent should consider enlisting the assistance of volunteers qualified and proficient in both English and the language in which they are providing translation assistance to translate the orientation information. Use of outside translation sources may also be considered.

Interpretive services will be provided to youth who do not speak English or any of the other languages in which the orientation information is available.

Youth who cannot read, are visually impaired, or have intellectual, psychiatric, or speech disabilities or limited reading skills shall have materials read to them by a staff member or presented to them using audible recorded media (28 CFR 115.316).

Youth who are deaf or hearing impaired shall be provided with interpretation services. Reasonable efforts should be made by the staff to assist the youth in understanding the information.

A written and signed acknowledgement of the orientation, Facility Rules for the Youth Services Center and Camp Kemp, and receipt of the parent / youth handbook should be maintained in the youth's permanent file (28 CFR 115.333). If the youth refuse to sign the Facility Rules page, Admissions staff shall write "refuses to sign" in the space for the youth's signature. Admissions staff shall notify the ISM/On-Duty Officer of the Day and the housing lead staff that the youth refused to sign. Housing staff will attempt to review the Facility rules and obtain the youth's signature.

Admissions staff will provide the Prison Rape Elimination Act (PREA) pamphlet and mark the boxes on the Juvenile Hall Classification/Room Assignment Evaluation form for the items received (Facilities Rules; YSC Parent/Youth Handbook; and PREA pamphlet).

CAMP KEMP YOUTH ORIENTATION

Camp Kemp staff shall review and provide youth with the Camp Kemp handbook.

During the Orientation Meeting the parents or guardians will receive the Camp Kemp Parent/Youth Orientation Handbook, permissions slips, Mental Health forms and San Mateo County Office of Education form.

For youth returning to Camp on a furlough violation or from therapeutic time in Juvenile Hall for violation of rules, staff shall provide a copy of the Parent /Youth Handbook and review the Camp rules. Staff may review other portions of the Handbook as necessary.