

Juvenile Justice and Delinquency Prevention Commission San Mateo County, California

Group Home Inspection

Facility Name: Canyon Oaks Youth Center **Facility Capacity:** 12

Address: 400 Edmonds Rd, Redwood City, 94062 **Phone Number:** 650-839-1810

Date of Inspection: 6/10/2019 **Date of Last Inspection:** 5/24/2018

Annual Population: Varies

Current Population: total 10: 9 current residents; 1 resident recently left, but bed still allocated.

Contact Person: Victoria Valencia, Supervising Mental Health Clinician

Facility Commission Inspection Team: Michele Gustafson

School Commission Inspection Team: Melissa Wilson, Doug Winter, Monroe Laboisse

Presiding Juvenile Court Judge: Hon. Susan Etezadi

Facility Overview

Canyon Oaks is a co-ed residential treatment facility offering comprehensive services to youth with serious emotional and behavioral challenges. Each resident receives individual services to meet their needs and circumstances. Youth come to the facility through three different placement types: 1. voluntary placement, 2. placement through a social worker, or 3. placement through the probation department. Youth in the Canyon Oaks program can also be AB12 youth (extended foster care). The objective of the program is to help youth reduce symptoms, gain stability and transition into the least restrictive setting in which they can succeed. The typical resident spends one year at Canyon Oaks.

Observations and Commendations

Observations: Canyon Oaks is a well-run facility with well-trained staff. The facility utilizes trauma informed practices. The staff is very engaged with the youth and each other, creating a comfortable and relaxed environment. There is an extensive array of programs available to the youth. The staff seems proactive and creative in trying new activities to engage the residents. They take advantage of and draw from the many resources available in the Bay Area to develop programs.

Commendations: The staff genuinely care about the well-being of the youth in residence and work in a challenging environment with professionalism and compassion. The youth can be angry about being placed at Canyon Oaks, resentful about the rules, and because of various mental and behavioral

San Mateo County Juvenile Justice and Delinquency Prevention Commission Group Home Inspection Report

issues, can present their unhappiness forcefully. The staff are firm but caring and when issues about staff/youth interactions are raised by a resident, they do their best to address these.

The facility has received its STRTP license, which has involved a lot of work and effort to change practices and procedures to the newly-developed (and occasionally shifting) STRTP requirements. Roles required to meet STRTP licensure requirements needed to be defined and assigned. More actions, events and outcomes need to be logged, recorded and reported as part of STRTP requirements to increase the completeness of records for each resident. The management and staff are to be commended on their hard work in achieving STRTP status.

Canyon Oaks recently added a layer of management positions within its staffing structure, with pay bands reflecting increased levels of responsibility. This has been a welcome change as it permits upward mobility, opportunities for management by experienced staff, and has overall increased morale and is expected to keep retention of staff at good levels at the facility.

Major Concerns and Recommendations

Concerns: Each resident has an individual needs and assessment plan, as well as individual goals to meet while they are at the facility as part of their treatment. A major problem exists when a resident's goals have been met and he/she is ready to transition out of the facility, but has nowhere to go because foster care is not available or they cannot go back to their family. Residents are usually re-authorized to remain at the facility by the IPRC (Interagency Placement Review Committee), which is composed of Probation, Human Services Agency, Behavioral Health and Recovery Services, and the San Mateo County Office of Education, that approves placements and continuations. Once a youth has reached the treatment goals but cannot move on from Canyon Oaks, the situation becomes very frustrating to the individuals and leads to problems and poor behaviors, and can often lead to justifying even longer stays.

The Canyon Oaks facility has a positive relationship with the San Mateo County Sheriff's Department. The facility will call the Sheriff when they feel that a resident (or residents) are engaging in behavior that could result in harm to the resident, staff or others. The law enforcement officer does not always get involved and may only stand by for safety's sake. While understandable and even unavoidable in some cases (e.g., in the case of a 5150 hold), there are concerns about traumatizing (or re-traumatizing) youth with law enforcement contact, and youth developing a negative opinion toward law enforcement. The facility is cognizant of these issues and has arranged casual events for residents to get to know the Sheriff Department staff. Some interactions with law enforcement will result in the youth being taken to Juvenile Hall or the police contact being documented, creating further negative incidents on a young person's record, which could impact them for a long time. Sometimes there are a lot of calls; sometimes fewer. The Commission did not request a number, but the impression was that calling at least once a week was not uncommon. STRTP licensing requirements include the need to fill out a special IR form when law enforcement is engaged, therefore these records should be available and reviewed in the future.

**San Mateo County Juvenile Justice and Delinquency Prevention Commission
Group Home Inspection Report**

Recommendations: As part of a larger initiative to locate appropriate home-like settings for youth in placement, the Commission flags to the County the continued difficulty in finding foster home placements for Canyon Oak youth and other foster youth in the County. The effort here is beyond the facility's scope, but impacts both the facility and residents there deeply.

The Commission would ask that Canyon Oaks exercise discretion when calling law enforcement, keeping in mind secondary consequences of law enforcement engagement with youth on probation, in foster care, and who might otherwise have prior contact with the system. Where possible, reduce the amount of law enforcement interventions sought. Also, it is important to note that youth that are not on probation may be bolder about provoking youth they know are on probation because they know the probation youth's probation officer will be called if the situation escalates. This can create a tricky dynamic for youth on probation at the facility, but can likely be managed if recognized by the staff.

The County should consider clearing brush and dead trees away from the Canyon Oaks facility (and the other treatment facility nearby). While the proximity to the fire station is comforting (they are adjacent) and the facility maintains the requisite emergency plan, fire danger is a concern this and every year.

In recent years, members of the County Office of Education (COE) Court and Community Schools administration have spent part of their work week at Canyon Oaks (a few hours a day per week or more), which was beneficial for the facility since the COE had context for special challenges presented for staff related to providing educational services for residents, in particular maintaining stable and high quality teaching and substitute staff. The Commission recommends that this close relationship be maintained so that administration can continue to be present on-site on a regular basis.

Fire Inspection Report: Yes No Date: 3/17/2019

Miscellaneous: Minor deficiencies noted in fire inspection. All Corrected.

Health Department Report: Yes No Date: N/A

As a Community Care licensed facility, Canyon Oaks does not have a BSCC or separate health department inspection.

Areas Reviewed

Quality of Life

- Physical Plants
- Meals/Nutrition
- Mental Health
- Physical/Dental Health
- Religious Services
- Volunteer Involvement
- Visiting

Programs

- Education
- Vocational/Employability
- Community Service
- Individual/Group Counseling
- Substance Abuse
- Other: N/A_____

Persons Interviewed

- Minors
- Director
- Youth Supervisor/Staff
- Food Services Staff
- Other: N/A_____

**San Mateo County Juvenile Justice and Delinquency Prevention Commission
Group Home Inspection Report**

General Information

Type of operating license: Canyon Oaks received a provisional STRTP license in 2018, which gave them one year to get fully accredited through CARF. Canyon Oaks was granted a full STRTP license as of May 24, 2019, with final CARF accreditation inspections occurring the week of June 17, 2019 (a week after this Commission's inspection).

License number: 415600309

Most recent licensing inspection: 8/28/18

Rating level: Transitioned from Group Home Level 14 to fully-accredited STRTP

Target population of juveniles: Severely emotionally disturbed youth with behavioral challenges. Canyon Oaks has always been a facility providing high levels of service to meet the needs of this population. The levels of service have not changed as a result of the STRTP licensing.

Age range of juveniles: The residents can range in age from 13 to 19. Younger age is rare, but the facility can accommodate youth of that age. Youth who are 18 or 19 are eligible through AB12.

Juveniles' home counties & number of youth per county: All youth are San Mateo County residents.

Pre-Plan for Emergencies: Yes No **Date of Last Drill:** 5/31/19

Comments: Canyon Oaks maintains a log of safety drills. Drills are conducted regularly, to completely clear the facility. There is an evacuation and relocation plan with space available at an alternate site. Three (3) county vehicles are on site to transfer residents in case of emergency.

Staffing

Describe staff specialties: There are 17 full time residential counselors, 15 relief counselors. The clinical team consists of two full time therapists, plus a full-time occupational therapist (OT), a full-time art therapist, one alcohol and drug (AOD) therapist for 20 hours a week. One psychiatrist comes in twice a week and the same psychiatrist is available 24/7 by phone.

Describe staff including numbers, background, ethnicity, language: There are 15 African Americans, eight Latinos, five Caucasians, five Filipinos, five Pacific Islanders, and two Asians. There are several bilingual (Spanish) staff members and Spanish language translations by phone are available 24/7. Translation and interpretation services are available to clients and family by appointment.

Educational requirements for staff: A bachelor's degree is now required; several staff members have master's degrees. The clinical staff members are professionally licensed.

Training provided for staff: As an STRTP, each staff person must have 40 hours of continuing education training, including ProAct and CPR. The annual training calendar for 2019 listed monthly sessions on a wide range of topics covering those topics mandated by STRTP licensure. Training is available onsite, at county-wide sessions, and online trainings (through RELIAS -- 50% of training can

**San Mateo County Juvenile Justice and Delinquency Prevention Commission
Group Home Inspection Report**

be online). Onsite topics include: medication training, substance abuse, mental illness, suicide prevention, mandated reporting, overviews to the juvenile justice system, grievance process, physical and mental wellness training for staff, how to involve law enforcement, working with the LGBTQ community, impact of trauma. The facility maintains a comprehensive binder for staff that includes written policies and procedures, program overviews, roles and training requirements. Each staff member's training for the year is logged through an online tracking system.

Staff to Minor Ratio

Awake: The staff number stays the same, regardless of the number of residents.

Currently: 17 staff, working in 8 hours shifts, to 9 residents

Sleeping: 3 staff (for current 9 residents)

How is staff backup handled during grave-yard shift? Six staff work the swing shift; 3 staff are awake all night.

Describe staff turnover, including frequency and reason: This depends on the role: staff or clinicians. For staff counselors, turnover is low. Most staff have been at Canyon Oaks for more than 10 years. There has been some recent turnover due to staff moving out-of-county due to extremely high costs of living in San Mateo County and higher salaries available in other counties. The addition of a management level has helped this.

There can be a lot of turnover with respect to clinicians. Many clinicians are seeking hours to finish their licensure and then after two or three years they may leave. The biggest impact on youth tends to be when social workers turn over (which is not within Canyon Oaks control).

Describe general staff and minor interactions: The staff were completely engaged with the youth; they were direct, but respectful. They are present near the youth, but not necessarily in a youth's space. When youth are frustrated or angry, they acknowledge the youth's feelings and try to manage those feelings by discussion. Some youth state that they feel like they are put on a different status (see "Discipline of Minors" for a more thorough explanation of the consequences of a status change) for expressing themselves in a way the staff consider to be disrespectful. Despite a couple of youth loudly complaining that they were not happy with Canyon Oaks (without wanting to specify reasons), the environment seemed relaxed and comfortable.

Conditions of Grounds and Building Exterior

Give a general description of the property: One-story facility in a wooded area, next to the fire station. The front gate opens into a courtyard with a poorly maintained lawn area and basketball hoop. Newly painted, bright murals by the youth line two sides. The interior consists of offices, a large dining room (doubles as activity room), newly remodeled kitchen, and living quarters. Rooms are designed for one or two youth.

**San Mateo County Juvenile Justice and Delinquency Prevention Commission
Group Home Inspection Report**

Give a general description of the main facility including housekeeping and sanitation: The facility was clean and well-organized with reasonably new carpet. The walls included some colorful artwork by the residents. Board games and TV were available. A large board posted each individual's daily status and weekly plans and goals.

Lawns: Acceptable Unacceptable: Lawn is occasionally used by residents for activities, such as barefoot walking, as part of mindfulness training. However, it is not in good condition. If upgraded, it would be more conducive to use. The facility will also be receiving a greenhouse dome (Geodome) for youth to be able to do gardening projects. This will go behind the facility (not on the lawn, but further back on the property).

Playing Fields: Acceptable Unacceptable. There is one basketball hoop for play in the courtyard -- the playing field (such as it is) could use some county maintenance help to make it more functional and inviting.

Blacktop: Acceptable Unacceptable: Blacktop could use some resurfacing. Facility reports that this will be resurfaced and that a mural is planned for the courtyard area.

Paint: Acceptable Unacceptable Facility reports that exterior painting is coming up.

Roof: Acceptable Unacceptable: _____

Drains and Gutters: Acceptable Unacceptable: _____

General Appearance: Acceptable Unacceptable: _____

Condition of Interior of Building

Walls: Acceptable Unacceptable: _____

Paint: Acceptable Unacceptable: _____

Floors: Acceptable Unacceptable: _____

Ceilings: Acceptable Unacceptable: _____

Drains: Acceptable Unacceptable: _____

Plumbing Fixtures: Acceptable Unacceptable: _____

Air Vents/Heating/Windows: Acceptable Unacceptable: _____

Smoke Alarms: Acceptable Unacceptable: No issues on fire report

Storage of Cleaning Fluids/Chemicals: Acceptable Unacceptable: _____

**San Mateo County Juvenile Justice and Delinquency Prevention Commission
Group Home Inspection Report**

Recreation/Sports Equipment: Acceptable Unacceptable: _____

Hallways Clear/Doors Propped Open: Acceptable Unacceptable: _____

Sleeping Rooms: Acceptable Unacceptable: _____

Beds: Acceptable Unacceptable: _____

Art, Books, Personal Items Allowed in Rooms: Acceptable Unacceptable: _____

Graffiti Present: Acceptable Unacceptable: _____

Ample Blankets: Acceptable Unacceptable: _____

Study Area: Acceptable Unacceptable: _____

Adequate Lighting: Acceptable Unacceptable: _____

Temperature: Acceptable Unacceptable: _____

Orientation of Minors

What is the intake process for the facility? After receiving a referral, Ms. Valencia meets with each youth at an appropriate location. Most are resistant upon initially entering Canyon Oaks; therefore, the staff does not impose a lot of rules. They inventory belongings with the resident and review the Resident Handbook (available in English and Spanish), which contains extensive information including house rules, rights and responsibilities, schedules, and a complaint form. The staff is updating the Resident Handbook this year. Parents are also given a copy of the Resident Handbook.

Each new person meets with staff and all other residents. Each youth specifies the gender they identify with and the section of the house where they are most comfortable. They have had transgender residents in the past, but none at this time.

Are minors oriented to the house rules and procedures? Yes No **Explain:** See above.

Are house rules and grievance procedures posted? Yes No **Explain:** Complaint procedures, forms, and process of follow-up are included in the Resident Handbook.

What is in place to ensure that these rules and procedures are understood by minors? Each new resident receives the Resident Handbook and participates in an orientation session (O Rap). Each is tested on their knowledge of the material by answering 20-25 questions. Once the resident's primary counselor signs off on their understanding of the rules and procedures, the individual moves from an orientation to learning program.

Are clothing and possessions inventoried on arrival and departure? How are juvenile's clothing and possessions protected or stored? Staff inventories belongings with the resident. Residents have their

**San Mateo County Juvenile Justice and Delinquency Prevention Commission
Group Home Inspection Report**

own clothing and toiletries. For other items (like cell phones or valuables), each is given a personal storage box that is locked in the hall closet for safe keeping.

Interviewed Minors: Yes No **Details:** Two youth agreed to be interviewed. Other youth provided commentary during the visit, which is also reflected in this report. One youth, who was interviewed, "X", was a probation youth who particularly enjoyed the home visits, and stated that home visits are his favorite part of the program. X mentioned that he felt as though the color system was sometimes used unfairly, and particularly complained that he felt minor infractions were hard to make up for. X also brought up that he felt as though non probation youth would pick fights with probation youths, and he recommended that probation and non-probation youth should be kept separately. At his request, a staff member sat in on the interview, and it is clear that X and the staff member had a good rapport, and that he felt comfortable giving feedback.

Meals/Nutrition

Kitchen: Acceptable Unacceptable: Fully remodeled last year; clean; residents special needs displayed.

Do the youth share in preparation of meals? Yes No **Details:** Youth can participate in meal preparation and the facility participates in a Supper Club.

Are meals served family style? Yes No **Details:** The cook prepares meals and the youth pick them up at the kitchen window in the dining room. They share meals family style at two large tables.

Are minors permitted to converse during meals? Yes No **Details:** _____

Are staff present and supervising during meals? Yes No **Details:** _____

Are weekly menus posted? Yes No **Details:** _____

Are servings ample, nutritious, appetizing? Yes No **Details:** The residents were served pizza salad for lunch on the day we visited. The food looked appetizing and nutritious (we were too late to join for lunch).

Weaker minors protected from having food taken from them? Yes No **Details:** _____

Are snacks and beverages available? Yes No **Details:** Snacks, such as fruit, yogurt, or granola bars are available throughout the day. Youth may receive a full meal if one is missed during the scheduled time.

How does the facility meet special nutritional needs? There is a list in the kitchen with the name of each youth and any special dietary needs (needs could be allergy-related, vegetarian/vegan, religious or health restricted). Staff meet with a nutritionist to plan appropriate meals for residents with special

**San Mateo County Juvenile Justice and Delinquency Prevention Commission
Group Home Inspection Report**

diets. The residents don't always like the special diets (especially when the diet includes calorie/carb restrictions for diabetes).

Length of time allowed to eat? As much as needed.

Mealtimes (no more than 4 hours between meals, breakfast to dinner, without a snack).

Breakfast: 8:30 before school

Lunch: 12:10

Dinner: 5:00

Comments: The youth expressed interest in more variety of food, feeling like there could be more ethnic influence in the weekly offerings (burritos, stir fry, etc.) and less fried food. Addition of a greenhouse for gardening may also help youth satisfaction with meals, so we recommend that produce that residents had a hand in growing be included in menu planning.

Personal Appearance of Minors

Appearance: Acceptable Unacceptable: _____

Showers (frequency, privacy, supervised): Acceptable Unacceptable: Showers are available every day. The room is private, but staff will remain outside in order to ensure the safety of the youth. While residents are encouraged to shower every day (either in the morning or the evening), it is not required.

Condition of clothing (clean, fit, etc.): Acceptable Unacceptable: _____

Clothing appropriate to current weather: Acceptable Unacceptable: _____

Comments: Youth wear their own clothes at Canyon Oaks. There is no uniform. Some youth can have clothes brought from home, but some youth do not have much when they come to the facility. Staff will buy clothing when it is needed.

Medical and Mental Health

Access to Medical Services: Acceptable Unacceptable: Residents receive a physical within the first 30 days and have ongoing access to dental and eye services. Where the resident has family in the picture, the resident would continue treatment by their physician. In cases of emergency, the facility may need to call for an ambulance to transport youth to the hospital. For non-emergent medical treatment where the youth does not have a regular doctor, the staff may take the youth to the San Mateo Teen Clinic.

Staff can and do distribute medications to the residents. The facility is converting its safety room to a medication room where qualified staff will be able to store and dispense medicines. The room will be secured. Training is available and logged for staff dispensing medications.

San Mateo County Juvenile Justice and Delinquency Prevention Commission
Group Home Inspection Report

Access to Mental Health Services: Acceptable Unacceptable: Dr. Osher, the staff psychologist for Canyon Oaks, is at the facility every Wednesday and Friday and available 24/7 by phone. If a youth qualifies for 5150 hold, the facility calls law enforcement to assist with transport as staff is not permitted to transport a youth that qualifies as 5150.

Individual Counseling: Acceptable Unacceptable: Each resident has a personal session once a week, or more if needed. Family sessions are possible.

Group Counseling: Acceptable Unacceptable: Two groups meet every afternoon.

Substance Abuse Counseling: Acceptable Unacceptable: There is AOD counselor on site. The AOD counselor has had two interns in the past, but does not have any this year. Residents may also attend outside group sessions, such as AA. Staff will transport as needed.

Programs

Recreation (type, amount, etc.): Acceptable Unacceptable: A daily treatment schedule is published that includes yoga, art, movement, and therapeutic recreation. In addition, the youth are offered activities such as hiking or participating in a variety of outings. There are activities scheduled throughout the afternoon that the residents can select. These have included yoga, drumming, hiking, and library visits. Television and board games are also available. The staff also provides numerous outing options drawing on attractions that are nearby (including, for example, the Monterey Bay Aquarium) and try a number of different new activities to engage the youth. Internet access is not provided.

Exercise (daily schedule, amount, etc.): Acceptable Unacceptable: The residents may be taken to the park, Red Morton Center, or a track. Movement classes are offered daily and there is a basketball hoop in the yard and a rowing machine inside the house. In interviews, a resident expressed his desire for more exercise equipment, specifically weights.

Access to Religious Services: Acceptable Unacceptable: Youth will be taken by staff to services if requested. Youth have also requested someone to come in to discuss religion with. The facility does its best to find religious counselors when the youth does not already have those resources.

Victim Awareness Classes: Acceptable Unacceptable: No specific class; may be part of individual treatment plan.

Gang Awareness Classes: Yes No **Details:** There is access to training for gang awareness (by staff), but gang affiliation tends not to be issue for these residents.

Sexual Harassment Classes: Yes No **Details:** There are no classes, but sexual harassment is discussed on an ongoing basis.

**San Mateo County Juvenile Justice and Delinquency Prevention Commission
Group Home Inspection Report**

Parenting Classes: Yes No **Details:** When a youth is a parent, they are linked to parenting classes offsite, as are the parents of the residents, if desired.

Vocational Classes: Yes No **Details:** There are no specific classes. The occupational therapist (OT) may help connect youth with off-site programs and Workability is available through the school.

Work Program: Yes No **Details:** A few residents work outside of the facility. This varies depending on who is in residence. Bus transportation is poor, so a staff member takes the youth to and from work or a taxi voucher is provided. The staff will provide guidance to the youth for succeeding in their jobs as they encourage preparation for transitioning out of Canyon Oaks.

Programs such as Workability, Independent Living Program (ILP) are available. The OT may help with resumes, college application processes, or employment applications.

Other Programs: The staff try to be creative about other programming. Currently Canyon Oaks participates in a Supper Club and will arrange offsite field trips.

Internet Access: Outside of the classrooms, there is no access to the internet. This is by design as some youth have internet addictions or could use internet access to engage in unsafe behaviors. If a youth has a cell phone, that cell phone remains with their personal possessions in the locked cabinet unless a staff is specifically supervising use.

Discipline of Minors

Describe the discipline process of minors:

Canyon Oaks utilizes a trauma informed approach. Specific consequences do not follow inappropriate behavior; punishment is not allowed. Staff recognize the behavior, determine the underlying issue, and then determine the appropriate therapeutic intervention to get to the bottom of the issue.

Outing privileges are granted based on safety and stability. Each youth is rated every day and given a color (green means they can go out and engage in activities, blue indicates the individual must stay at Canyon Oaks, and yellow means questionable privileges, depending on situation). The day's color is posted on a board outside the dining room, along with the individual's targets for the week. All residents participate in a "check-in" every morning and afternoon. In interviews, one youth complained that he felt reasons for colors were not always clear enough.

There are no locked doors. Meltdowns are handled in a manner to keep all residents and staff safe. If necessary, a youth may be taken to the hospital for emergency mental health treatment or to YSC. There used to be a safety room, but it was not used and is being converted into a room for medications (which will be locked to prevent unauthorized access to medications). There is still a "time out" room that is not locked where youth can go to calm down. It has couches and is a calm, quiet environment for the residents to cool off, if needed. The San Mateo County Sheriff's Department

**San Mateo County Juvenile Justice and Delinquency Prevention Commission
Group Home Inspection Report**

may be called to stand by and observe for escalating situations involving aggression. This may also result in arrest.

Grievances

Grievance Process: Acceptable Unacceptable: The grievance process has changed due to STRTP licensure. Each grievance is reviewed by the Office of Consumer Affairs.

To commence the grievance process, a resident fills out a form. Any grievance is sent to the staff supervisor. It is recorded, validated with the resident and investigated. The supervisor meets with the client and the staff involved and then meets with all parties together. They continue to meet until the issue is resolved and then log the outcome. Actions taken and the status must be documented within five days. The Community Care License phone number is listed for a resident to call if they find it necessary to follow up. This has not occurred in recent years.

Number of grievances this year: One

Trends and/or Comments: Complaints are usually over an objection to a rule or an interaction with another individual. The grievance this year involved interaction between resident and staff, resulting in coaching for the staff member.

Correspondence / Telephone

Access US Mail? Yes No **Details:** _____

Postage Free? Yes No **Details:** _____

Incoming/Outgoing Mail (screened? Confidential?): Yes No **Details:** Mail can be received from any approved person. It is opened to ensure there is nothing inappropriate included, but the mail is not read.

Access to Telephone? Yes No **Details:** Each resident has a list of approved phone contacts. This list is not created by Canyon Oaks, rather by the social worker or probation. Staff encourage communication to any approved person. The staff wishes the residents had more people they could talk to.

Some residents may possess a cell phone upon coming into the facility (generally AB12 youth who are 18 or older). Cell phone use by residents in the facility is not permitted and cell phones are kept with the youth's locked belongings. There is also no internet use permitted outside the classroom and there are no computers available for resident use outside of school hours. This means electronic correspondence (email, messaging, social media) is not available for residents of the facility.

**San Mateo County Juvenile Justice and Delinquency Prevention Commission
Group Home Inspection Report**

Visiting

Visiting Schedule: Visitation is allowed after school hours (weekdays) and on weekends for anyone on an approved list.

Do all minors have access to visitations? Yes No **Details:** _____

Under what circumstances would visitation be restricted? Visitation is never restricted at the Canyon Oaks facility. It may be restricted outside the facility, if the safety and the stability of the youth is in question.

Are visitation logs kept? Yes No **Details:** Visitation schedules are posted every week. Clinicians always maintain logs and notes of visitation in individual client folders.

Adequate Space: Acceptable Unacceptable: _____

Staff Supervision: Acceptable Unacceptable: Staff only generally observe visits and give the residents and visitors privacy.

Privacy Provided: Yes No **Details:** Visits are not allowed in a resident's room (although a resident is allowed to show their parents/guardians their rooms).

Games or Activities Provided: Yes No **Details:** Yes, board games are available for visits.

Signature of Commissioner(s) preparing this report:

Michele Gustafson *Michele Gustafson*

Date: October 29, 2019