

**Grievances:**

Minors have the right to file a grievance if they feel any condition of their confinement has been violated. All minors will be instructed regarding the grievance procedure during the intake process. Grievance forms and a copy of this policy are posted in all living units and minors will have easy and immediate access to these forms.

**Religious Services:**

To provide for the spiritual needs of the minors, access to religious services and religious counseling is provided at least once each week. Attendance is voluntary. Bibles and other religious materials are available on the living units. Efforts will be made to accommodate, if practicable, the minor's request for a specific religious service and/or specific religious representation. Religious personnel who provide counseling and programming to the minors are certified and approved by their church or religious organization. Religious counselors and representatives adhere to the rules of the facility and the *Riverside County Probation Department Code of Ethics*. For the safety and security of the facility, staff will be present at all religious services for custodial purposes only.

**Emergency Procedures:**

All reasonable precautions shall be taken to ensure the minors' safety in the event of an emergency. Regular fire and earthquake drills will be conducted. The purpose of fire and earthquake drills is to establish procedures regarding what actions will be taken in the event of an actual fire, earthquake or other emergency. Minors are expected to behave and respond in every evacuation exercise as if a true emergency exists.



*Alan M. Crogan*  
*Chief Probation Officer*

# Riverside County Juvenile Halls

**Indio Juvenile Hall**  
**47665 Oasis Street**  
**Indio, Ca. 92201**  
**(760) 863-7600**



**Riverside Juvenile Hall**  
**3933 Harrison Street**  
**Riverside, Ca. 92503**  
**(951) 358-4200**

**Southwest Juvenile Hall**  
**30755-C Auld Road**  
**Murrieta, Ca. 92563**  
**(951) 600-6750**



# Orientation Handbook

This orientation handbook will provide you with information about facility procedures, rules, behavior expectations, services and programming. Orientation is intended to reduce rule violations and to provide a safe and secure environment for both minors and staff. Provisions will be made to provide information to minors who are impaired, disabled, or do not speak English.

## **Visitation**

While detained, all minors are entitled to regular visitation on a weekly basis, as specified for each unit. Regular visitation is limited to parents, grandparents and legal guardians.

Visits shall take place at regular time frames (a minimum of two hours) which are reasonable and do not interfere with the safety and security of the facility. Visiting hours are subject to change.

### **Riverside Juvenile Hall:**

Groups 2, 3 & 4 ~ Saturday, 12:00 – 2:00 p.m.

Groups 1, 9 & 10 ~ Sunday, 12:00 – 2:00 p.m.

### **Indio Juvenile Hall:**

Unit 2 ~ Saturday, 12:45 – 2:45 p.m.

Unit 3 ~ Sunday, 9:00 – 11:00 a.m.

Unit 6 ~ Saturday, 9:00-11:00 a.m.

Unit 7 ~ Sunday, 12:45 – 2:45 p.m.

### **Southwest Juvenile Hall:**

Unit 2 ~ Saturday, 9:30 – 11:30 a.m.

Unit 3 ~ Saturday, 12:30 – 2:30 p.m.

Unit 4 ~ Sunday, 9:30 – 11:30 a.m.

## **Important information for all visitors:**

- Must be at least 21 years of age
- Must have proper photo ID
- Proper dress is required. No gang attire; no provocative garments; no clothing promoting drug use and/or illicit activities
- Must comply with visiting rules posted at each facility
- **No cell phones**; no purses/bags are permitted in any facility
- All visitors are subject to metal detector/wand search
- Food is not permitted
- Any person who is in possession of or brings drugs, tear gas, weapons, or alcohol into a county juvenile facility will be prosecuted under 871.5 WIC.
- Any visitor suspected of being under the influence of alcohol or a controlled substance will not be admitted into the facility.

## **Discipline:**

While detained at juvenile hall, staff will make every effort to maintain control of the minors through methods of positive reinforcement, such as incentive/point system programs, which involve rewarding desirable behavior. The goal of juvenile hall is to avoid discipline problems by establishing an atmosphere of mutual respect and cooperation. Staff will set an example of courtesy and consideration in their daily interactions with the residents and the same is expected in return. Discipline shall be imposed at the least restrictive level needed to promote the desired behavior and shall be commensurate with the seriousness of the misconduct. Disciplinary procedures shall only be administered by designated staff and shall be reviewed by the Supervising Probation Officer or Duty Officer on a regular basis. Staff shall clearly communicate to the minor the reason(s) for any disciplinary action. The discipline will show a direct relationship between the negative behavior and the consequence. Group discipline and corporal punishment are not permitted. During the intake process, all minors will read and have the *Rules of Conduct* explained to them. The *Rules of Conduct*, which describe minor/major violations and possible disciplinary measures, are posted in all the living units.

## **Room Confinement:**

While detained at juvenile hall, it may become necessary to remove a minor from the group setting to maintain order, security of the facility, and ensure the safety of all minors. When a minor is placed on confinement status, such status will be reviewed regularly by a Supervising Probation Officer or Duty Officer to determine if this status is, or remains, necessary and appropriate. While on confinement status, the minor shall not be deprived of their legal rights. It is the objective of staff to return the minor to regular group status at the earliest opportunity. Staff shall make every attempt to use all appropriate counseling methods and implement the least restrictive measure of discipline before placing a minor on confinement status.

## **Use of Force and/or Restraints:**

Riverside County juvenile facilities are committed to ensuring the physical safety and security of all minors, staff and visitors within each facility, as well as the public. Staff will use only the level of authorized defensive force needed to stop aggressive behavior and ensure the safety/security of the minors. Staff will make every attempt to preserve the integrity, respect, dignity and safety of all minors. During the intake process, minors will be advised that OC Pepper Spray is used and OC Warning signs are posted in all living units.

physical fitness as well as special events and activities. Although programs and activities must be in keeping with the facility's need to provide a safe and secure environment, staff will make every effort to implement programs and activities that are beneficial and enjoyable for the minors.

**Clothing and Personal Items:**

Each minor will be supplied with clean clothing, footwear and personal items upon admittance to the institution. Clothing will fit reasonably, be laundered on a regular basis and be in good condition. Personal care items will be replaced, as needed, and will not be shared or re-issued to other minors. Each minor will be supplied with the following clothing, bedding and hygiene items:

- 2 Blankets
- 2 Sheets
- Pillowcase
- T-shirt (color is determined by the minor's classification in the facility)
- Pants
- Shorts
- Sweatshirt (depending on the climate)
- Socks
- Tennis shoes
- Bra (for girls)
- Underwear
- Sleeper shorts for boys ~ nightgowns for girls
- Towel & washcloth to be issued daily during shower time
- Toothbrush / Toothpaste
- Comb / brush
- Soap / shampoo
- Shower shoes
- All feminine hygiene items (for girls)
- Disposable razors

All clothing shall be worn in a manner that is appropriate and in compliance with institutional guidelines (i.e., shirts tucked in; pants/shorts worn at waist level; pants not cuffed; and shoes worn properly and according to design). When a minor is released or transferred outside the institution, all their clothing, personal items and belongings will accompany the minor. Upon release from the institution, minors will dress out in their own personal clothing and footwear and they will receive their personal belongings.

**Special Visits:**

All special visits must be authorized by the unit Supervising Probation Officer or Duty Officer.

**Termination of Visits:**

- Any visit may be terminated or denied at the discretion of the Supervising Probation Officer or Duty Officer for reasons not limited to:
- Safety and security issues (i.e.; a minor's behavior has become negative, disruptive or argumentative causing him/her to become a threat to the safety of themselves or others)
- Failure to comply with the rules and regulations posted at each facility

**Telephone Use:**

Upon admittance, minors will be permitted to complete two (2) telephone calls. The calls will be restricted to parents/guardian or a responsible relative, the minor's employer, or an attorney. Thereafter, additional telephone calls require a Court order or approval from the Supervising Probation Officer or Duty Officer. All telephone calls shall be completed in accordance with institutional policy & procedure.

**Correspondence:**

Minors may send and receive mail. However, they may not order any subscription items. They will be provided with pencils, paper, envelopes and given sufficient time to write letters. Prior to mail leaving the facility, staff will ensure that outgoing mail is properly addressed, without slogans or symbols appearing on the outside of the envelope. Correspondence is permitted between probation facilities; however, all such mail will be reviewed. A minor may be placed on *mail review status* if any of the following is determined:

- Advocates the direct furtherance of a specific criminal act.
- Advocates or encourages specific acts of violence or physical harm to person/persons, or contains threats of suicidal intent.
- Advocates or plans for escape.
- Contains contraband.
- Promotes the furtherance of gang activities that may fall under any of the above categories.

### **Health Care:**

Detention Health Services is responsible for the medical care and health needs of the minors. A health appraisal/medical examination shall be completed within 96 hours of admission. A physician or other licensed/certified health professional working within their scope of practice under the direction of a physician will conduct the exam. Minors will be given the opportunity for both written and verbal communication with medical staff. Every minor requesting health care attention will be given that attention by licensed/certified health care personnel. Minors will advise unit staff if they have any medical issues that require attention and the staff will place them on the Nurses' Call List, which will ensure that they are seen in a timely manner.

### **Access to Counsel:**

All minors will be provided access to the courts and legal services while in juvenile hall.

### **Education Program**

Minors attend an on-site, fully accredited high school. An evaluation test is administered to determine levels in math, reading, writing and English. Once a minor is evaluated, they will be placed in a classroom that is appropriate for their level. Three hours per day are spent in the classroom and one hour per day the minors participate in a physical education program. Every minor can earn credits toward their high school diploma, or if they meet the criteria, they may test for a General Education Diploma (GED). The school curriculum will be modified to meet special education needs while they are residing at the facility. The Riverside County Office of Education and the on-site school are committed to addressing the educational needs of all minors and, if necessary, will assemble an IEP (Individual Education Plan) team to review any special education issues. This process is usually held within 30 days of the minor's admittance to juvenile hall. School personnel are responsible for arranging all IEP meetings and contacting the minor's parents and/or legal guardians.

### **Positive Behavior Incentive Programs:**

While residing at the facility, minors may be rewarded with methods of positive reinforcement. All living units at juvenile hall use a point system which is designed to encourage and reward desirable behavior. At the conclusion of seven days, an honor roll will be announced and posted in each living unit. At this time, the minors can use their earned points to receive rewards, privileges and/or attend special weekly honor programs within the institution.

### **Indoor/Outdoor Exercise and Recreation:**

Minors will be given the opportunity to participate in recreational or exercise activities, which may include, but are not limited to:

- Approved television/radio
- Volleyball
- Video games
- Board games
- Basketball
- Art activities
- Reading
- Softball
- Soccer
- Ping-pong

The outdoor activities are available on a daily basis, weather permitting.

### **Meals:**

While at juvenile hall, minors will be served three nutritious meals per day and one snack in the evening. Special meals will be provided for those with medically prescribed therapeutic diets determined by the facility's attending physician. Meals will be eaten in the dining hall or minor's room, based on their current detention status. Minors are to comply with dining room protocol and follow staff directives. Poor behavior during meals or violation of dining room rules may result in consequences. The meals are often a high point of the day for the minors and they will receive sufficient quantity of food to satisfy a growing teen.

### **Transferring Minors Between Institutions:**

Minors who are in custody may be transferred to another juvenile hall within the County when it is in the best interest of the minor and/or facility in which the minor is detained. When transfers are necessary, consideration will be given to the residence of the parent or legal guardian. Whenever possible, further inconvenience to the parents, in reference to their visiting privileges, will not be created. Staff at the receiving institution will contact the parent/legal guardian by telephone and advise them of the transfer after the minor arrives. Parents will be advised of the visiting hours and staff will answer any questions at that time.

### **Programming:**

Programs and activities at juvenile hall are essential as they often reduce tension and anxiety; promote a healthy emotional climate and a positive environment in which the minors can flourish. Programs and activities will vary, but include Parenting Program, Substance Abuse, Anger Management, Thinking for a Change, Social Skills, Life Skills, AA/NA, Gang Awareness, recreational programs, arts and crafts, religious,