

RIVERSIDE COUNTY  
**PROBATION**  
 D E P A R T M E N T

Juvenile Facilities Handbook  
 Frequently Requested Information

Juvenile Facilities Locations and Contact Information

<b>Alan M. Crogan Youth Treatment and Education Center (YTEC) &amp; Enhanced Aftercare</b> 10000 County Farm Rd. Riverside, CA 92503-3523	<b>Indio Juvenile Hall (IJH)</b> 47665 Oasis St. Indio, CA 92201-6950
Main Number (951) 358-4400 Behavioral Health Services (951) 358-5112 Correctional Health Services (951) 358-5965 School Transcripts (951) 826-6452 Office / (951) 826-6906 Fax	Main Number (760) 863-7600 Behavioral Health Services (760) 863-7409 Correctional Health Services (760) 863-7611 School Transcripts (951) 826-6452 Office / (951) 826-6906 Fax
<b>Southwest Juvenile Hall (SJH)</b> 30755-C Auld Rd. Murrieta, CA 92563-2599	<b>Administration</b> 3960 Orange Street, Suite 600, Riverside, CA 92501 Mail: PO Box 866, Riverside, CA 92502-0833
Main Number (951) 600-6750 Behavioral Health Services (951) 600-6800 Correctional Health Services (951) 600-6815 School Transcripts (951) 826-6452 Office / (951) 826-6906 Fax	Main Number (951) 955-2830

Ombudspersons Contact Information

<b>OYCR Ombudsperson</b> 1215 O Street Sacramento, CA 95814 1-844-402-1880 <a href="mailto:OYCRombuds@chhs.ca.gov">OYCRombuds@chhs.ca.gov</a>	<b>PREA Ombudsperson</b> Alternative Sentencing Program Inland SoCal 211 + (951) 329-4709 <a href="http://www.inlandsocaluw.org">www.inlandsocaluw.org</a>
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## Overview

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The Riverside County Probation Department's Juvenile Detention and Treatment Facilities provides treatment and services within a safe and secure environment for youth who are in our care. We facilitate individualized care that supports the emotional, educational, pro-social, and physical development of youth. We provide support services for youth, their families, and the community to promote public safety and reduce the likelihood of re-offending.

Youth who are detained in a juvenile detention facility are pending court hearings, serving commitment time, or awaiting out-of-home placement in a foster/group home, camp, or a county treatment facility. Youth can be placed in a treatment facility, by the courts, with the intent to rehabilitate and educate the youth prior to re-entering the community. A small percentage of youth apprehended by law enforcement agencies are detained in a juvenile detention facility. Most youth are released to their parent(s)/legal guardian(s).

Staff working in the Probation Department's Juvenile Facilities recognizes that they serve as role models who uphold high professional and ethical standards of behavior. Mutual respect and professionalism are projected through staff appearance, attitude and approach to the youth and the community they serve. Our staff strive to instill in the youth that they can make positive change.

While youth are detained in a detention or treatment facility, they shall receive:

- Academic, psychological, medical, recreational, and other services, which will promote personal growth and enable youth to develop the skills and values necessary to succeed.
- A level of supervision and discipline, which promotes accountability and responsibility and does not exceed the limits necessary to achieve the desired behavior. Staff maintains control by communicating and interacting with youth and using professional skills and abilities.
- Necessary care and support services so that youth leave the facility equipped with the tools necessary to re-enter the community.
- An environment that treats them with respect and dignity, respects their values, recognizes their individual rights, is culturally sensitive, and understands cultural and gender diversity.
- Positive role modeling by our staff. Youth may look to them to exhibit standards of socially acceptable behavior. Staff is expected to project an appearance, attitude, and behavior which create an atmosphere of mutual respect, and which display the highest professional and ethical standards.

## Juvenile Facility Staff Roles

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**Supervising Probation Officer (SPO):** Supervising Probation Officers are sworn Peace Officers who oversee supervising the living units within the facility. They oversee day to day operations within their unit and work directly with youth supervision staff to ensure the safety and security of the youth and staff. They also act as the Duty Officer (DO) who oversees the daily operations of the entire facility and who is responsible for all staff and youth within the juvenile facility.

**Probation Corrections Officers (PCO)/Senior Probation Corrections Officers (Sr. PCO):** PCO/Sr. PCOs are sworn Peace Officers working in the living units twenty-four hours a day. They are also known as youth supervision staff. Their primary responsibility is to ensure the safety and security of the youth under their care and their fellow staff members. They provide the youth with supervision and programming.

Each youth will be assigned a PCO/Sr. PCO as a caseworker who will work with them directly. During their stay in a juvenile facility, the caseworker will provide the youth guidance based on their needs, behavior and adjustment while detained. In addition, the caseworker will discuss and complete a progress evaluation every 30 days that

will be kept in the youth's file for review. This information will be forwarded to the youth's Probation Officer and can be used in future court hearings. The youth's caseworker may also assist them in contacting their parents/legal guardians, clergy, attorney, or Probation Officer.

## Admissions Process

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After youth have been admitted into a juvenile detention facility, the Detention Control Officer (DCO) will begin the intake process. Within the first hour of admissions, the DCO shall allow the youth to make two (2) free of charge telephone calls to the youth's parents/legal guardians or person standing in loco parentis, the youth's attorney and/or employer. During the intake process the DCO will ask the youth and parents basic questions such as address, telephone number, school name, grade, medical and mental health history etc.

The youth will be fed, offered a shower, and take a mental health, victimization, and a booking assessment to establish the needs of the youth. After the intake process, the DCO will prepare a packet of the youth's information to be sent to the Probation Officer (assigned to court intake). If requested and within 24 hours of their booking, parents/legal guardian or person standing in loco parentis may schedule an initial visit with the youth to check on their well-being.

**Transfers:** A youth may be transferred from one facility to another because of a population need, a court order, a youth's specific need, a program admission or program removal. When a youth is transferred, they are afforded a free phone call to parents/legal guardians or person standing in loco parentis to provide visiting and contact information.

**Orientation Process:** All incoming youth will be oriented about juvenile facility procedures, rules, behavioral expectations, services, and programming. Youth will be given an advisement of rights. The orientation is intended to prevent rule violations and to provide a safe and secure environment for both youth and staff. Accommodations will be made to provide information to youth who are impaired, disabled or do not speak English. Orientation shall be provided to youth prior to their arrival on a living unit.

The following items shall be issued to youth prior to them stepping into a living unit:

- The Orientation Handbook that applies to their program
- Linen: Two (2) blankets, two (2) sheets, one (1) pillowcase, one (1) pillow, one (1) mattress,
- Clothing: One (1) t-shirt, one (1) pair of shorts, one (1) pair of pants, undergarments, one (1) pair of socks, one (1) sweatshirt, if a youth is in out treatment program they will be provided a treatment program uniform.
- Footwear: Sandals (shower shoes) and tennis shoes
- Hygiene Supplies (see hygiene on page 9)

## Court Process

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The youth's allegations will be reviewed by the District Attorney and Probation Officer on the next judicial (working) day after the youth's detention. If the District Attorney determines that the allegations against the youth are legally sufficient and the Probation Officer determines they should be detained, the youth's case will be heard in Juvenile Court within three (3) judicial (working) days after the youth's detention. If the youth is not on probation/parole and the allegation is a misdemeanor that does not include violence, possession and/or use of a weapon; they must appear in Juvenile Court within two (2) judicial (working) days. The Probation Officer will notify the youth's parents/legal guardians of the assigned court date.

If the youth had already been ordered to a treatment facility, they will continue to have court periodically or on an as needed bases.

## Access to Legal Services

All youth have access to the courts, confidential legal services, and access to their attorney. All legal correspondence and phone calls are free of charge and confidential. To schedule a visit, the attorney or representative should call the facility in which the youth is housed to schedule a visit with the duty officer. This is to ensure the youth is on-site and a confidential interview room is available.

Attorney/Legal Services Visits
7:00am - 8:00pm, 7 day a week

**\*Contact the housing facility for visits outside these hours**

## Visitation

For, family reunification and maintaining contact, youth shall receive regular visitation on a weekly basis. Visitation occurs on weekends, however for those who cannot visit on the weekend, weekday visitation is available and shall be scheduled in advance through the DO/SPO.

Visitor	Required Identification
Parents / legal guardians	Valid government photo identification
Person / persons standing in loco parentis	Valid government photo identification
Stepparent(s)	Valid government photo identification and county issues marriage certificate
Grandparent(s)	Valid government photo identification
Youth's child / children	Birth certificate (copy or original)
Youth's spouse	Valid government photo identification and county issues marriage certificate
Supportive adults and other visitors authorized by the Probation Department	Valid government photo identification

**\*Contact the housing facility for visiting schedules and rules**

### Welfare and Institutions Code Section 871.5

**"... any person who knowingly brings or sends into, or who knowingly assists in bringing into, or sending into any county juvenile hall ... any controlled substance, ... any firearm, weapon, or explosive of any kind, or any tear gas weapon shall be punished by imprisonment in a county jail for not more than one year or by imprisonment in the state prison."**

## Health Care Services

On-site health care staff is responsible for the health care plan of each youth. Daily sick-call, emergency treatment, and medication distribution are part of various duties completed by on-site health care staff. A physician is also part of the on-site health care staff and is responsible for treating youth. A complete physical examination will be performed within 96 hours of intake unless a physical exam has been completed within one year. Additional appointments or treatment may be completed at Juvenile Hall, Riverside University Healthcare System, other local hospitals, dental providers, or by referrals to the youth's private medical physician.

Any youth suspected of having a communicable disease that could pose a significant risk to others in the facility may be placed in medical separation until cleared by on-site health care staff.

## Behavioral Health Services

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Youth can request to speak to state licensed behavioral health providers for counseling services them at any time. If a youth is feeling sad, want to hurt themselves, believe they are depressed, or cannot emotionally adjust to a detention/treatment setting, they may request to speak to any staff. Youth can also be referred to a behavioral health staff for services. Behavioral health request forms are available to youth on each living unit. Request forms can be placed in the confidential medical box located on each living unit. Behavioral health staff check for new requests daily.

## Education Services

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Every youth entering a juvenile facility is provided a quality educational program, through county schools, that includes instructional strategies designed to respond to the different learning styles and abilities of students. The Riverside County Office of Education (RCOE) operates twelve (12) months a year providing youths the opportunity to continue their education, graduate, or obtain their general education diploma. Vocational programs and work assignments may also be available to teach relevant skills which are transferable for employment.

In addition, RCOE provides job and career assessment curriculum, gang intervention speakers, and college related services. Other education services available are basic reading, math, and language skill, special education for individuals with exceptional needs, and English as a Second Language.

During school hours, youth are expected to maintain a respectful attitude toward all teaching staff, follow all directives given by teaching staff, and complete all assignments to the best of their ability.

## Food Service

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All youth in our facilities are served three meals per 24-hour period. Additionally, a morning and evening snacks is provided. The meals served are planned on a four (4) week cycle and based upon nutritional and caloric requirements calculated by a registered dietitian. Medical diets are planned in consultation with the registered dietitian and responsible physician and meet the same standards, unless specified.

## Faith-Based Services

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The volunteer coordinator maintains oversight of all religious activities within each juvenile facility and along with Clergy, assigns religious volunteers to provide services for youth. Religious Volunteers have passed a background check and have been trained and approved by the Religious Services Coordinator.

Youth have the right to receive religious services and/or religious counseling while in custody and they have the right to request a religious representative of their choice. Attendance shall be voluntary and not required. Youth shall be allowed to participate in normal program activities should they elect not to participate in religious programs. Upon written request and once the religious/spiritual leader has been cleared, the approved visit will be scheduled by the unit supervisor.

## Programs, Recreation and Exercise

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Daily, unit programs, recreation and exercise are scheduled by staff, which include both indoor and outdoor activities. Youth are expected to follow with staff’s directives and maintain appropriate behavior. Youth with medical conditions or medical restrictions will be excused from participation. Youth with medical restrictions that limit activity are expected to self-regulate. Youth will be given the opportunity to participate in program, recreational or exercise activity for a minimum of three (3) hours a day and up to five (5) hours a day on holidays and weekends. Weather permitting, youth shall be allowed the opportunity to have a minimum of one (1) hour of outdoor physical activity each day.

Programming	Recreation	Exercise
Social Awareness Programs	Approved Television Programs	Basketball
Job Skills/Interviewing Independent Living Skills	Radio	Kickball
Conflict Resolution	Board, Card, and Video Games	Soccer
Aggression Replacement Therapy (ART)	Art Activities	Volleyball
Victim Awareness	Reading Material	Football
Gender Specific Programming	Letter Writing	Calisthenics
	Phone Calls	Competition games with other units

**\*Not all programs, recreation, and exercise activities are listed**

## Behavior Incentive System

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Youth will receive positive incentives when behavior is appropriate or consequences when behavior is inappropriate. Youth will be given an opportunity to earn points on a weekly basis. A behavior point system is used to track behavior on each living unit and in the classroom. Each shift, staff will notify youth of the number of points they have earned. Youth can use points earned towards canteen purchases, earn additional free phone calls and participation in honor parties. In addition, youth will be placed on an honor roll, which will track each youth’s progress during their stay in the juvenile facility. The closer a youth is to the “top” of the honor roll, the more unit privileges they may obtain. For more specific information regarding program specific incentives, refer to the site-specific Youth Orientation Handbook.

## Discipline Process

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While in custody at a juvenile facility, staff will make every effort to maintain control of the youth through methods of positive reinforcement. The goal is to avoid discipline problems by establishing an atmosphere of mutual respect and cooperation. Discipline shall be imposed at the least restrictive level, which promotes acceptable behaviors by youth. Discipline shall not include corporal punishment, group punishment, physical or psychological degradation and/or deprivation. Discipline procedures shall only be administered by designated staff and shall be reviewed by the Supervising Probation Officer or Duty Officer on a regular basis. During the orientation process, all youth will read and have the Rules of Conduct explained to them. The Rules of Conduct, which describes minor/major violations and disciplinary measures, are posted in all living units and in the Youth Orientation Handbook.

## Grievances

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Youth have the right to file a grievance for any issue of confinement. After a youth completes a grievance form, a Probation Corrections Officer will attempt to resolve the issue. If the youth still feels the issue remains unresolved, a Supervising Probation Officer will review the grievance and make a determination. If the youth still is not satisfied with the outcome, a request for an appeal will be sent to the Facility Manager. Youth may submit a grievance to any juvenile facility staff or place it anonymously in the grievance box on the unit. Grievances boxes are checked twice a day by the Duty Officer.

## Correspondence

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There is no limit on the volume of mail a youth may send or receive. At no cost, youth will be provided with postage, pencils, paper, and envelopes. Prior to mail leaving the facility, staff will ensure envelopes are properly addressed, sealed and free from inappropriate language/drawings. A youth may be placed on mail review if it is determined that the youths mail advocates criminal acts, advocates specific acts of violence and or contains threats of suicidal intent, advocates or plans for escape, contains contraband or promotes the furtherance of gang-relegated activities. If a youth is placed on mail review and or mail is withheld, both the youth and the sender will be notified in writing.

## Telephone Use

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During any recreation time youth, free of charge may contact parents/legal guardians, persons standing in loco parentis, youths' children, attorney, Prison Rape Elimination Act (PREA) and The Office of Youth and Community Restoration (OYCR) ombudsperson and or other family members / supportive adults as approved by probation. Limits may be placed on the length of phone calls to allow other youth to use the phone.

## Hygiene

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All youth are expected to maintain appropriate hygiene. All youth shall be issued a toothbrush, toothpaste, deodorant, shower shoes, a comb or pick, soap, and shaving implements. Females will be issued sanitary supplies as needed. Youth shall shower daily. Each youth shall be given an opportunity to brush his/her teeth after each meal. Expected behaviors for showering and shaving are communicated to youth in advance.

## Hair Cuts

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All juvenile facilities youth are provided the opportunity for monthly haircuts by a licensed barber.

## Unit, Bunk, and Room Rules

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**Unit Rules:** Staff will provide youth with a verbal explanation of daily activities, behavioral expectations, and any concerns that they may have. Throughout the shift, staff will maintain the structure of the unit by consistently reminding youth of their expectations. Youth are expected to comply with staff directives and unit rules. Youth shall comply with staff's directives quickly and precisely for the safety of themselves and others.



**Bunks and Rooms:** Riverside County Juvenile Facilities have both rooms and bunks for sleeping purposes. Youth are responsible to make their bed and fold their clothes, prior to leaving their room/bunk. Staff shall supervise and provide youth with cleaning supplies to sweep, mop, and clean their room. Room rules and authorized personal items vary depending on the program, see The Youth Orientation Handbook for a detailed list of rules.

## Search and Seizure

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Each youth is subject to searches. Living units, youth’s personal belongings and assigned rooms may be searched on a routine or random basis. Items that are not allowed will be removed.

## Closed Circuit Television Security System (CCTSS)

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Closed-Circuit Television Security System cameras monitor and record youth activities and interactions with other youth and staff 24 hours a day, 7 days per week (Cameras are not located in restroom or shower area). Handheld video cameras are also used to record critical incidents. The recordings from both systems may be used as evidence against youth in any criminal proceedings. CCTSS exists for the protection of staff and youth, to increase the level of safety and security at each of our juvenile facilities, and to help ensure the health, safety and physical well-being of staff and youth in these facilities.

## Use of Force and Restraints

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Probation Corrections Officers (PCO) are Peace Officers who are authorized to use force to stop acts of violence, suicidal attempts or aggressive behavior toward themselves or other youth and staff. Use of force may include the use of OC Pepper Spray. When possible, staff will issue a verbal warning that OC Pepper Spray is going to be used. If youth hear this warning, they are to stop what they’re doing and lay face down on the floor.

PCO’s may also use mechanical restraints (handcuffs, ankle shackles, waist chains, or the WRAP device) to prevent youth from acting out violently. These restraints, except for the WRAP device, may also be used to secure youth who are transported out of the juvenile facility. These restraints are never used for punishment and never used any longer than is necessary.

## Emergency Code Rules

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Codes are used in emergencies. Staff will notify youth of an emergency and give them directives. Youth must follow these directives immediately to ensure their safety and the safety of others. Non-compliance in an emergency is considered a major rule violation and may result in a consequence.

## Evacuation/Emergency Procedures

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Fire, earthquake and/or evacuation drills will be conducted monthly and can occur at any time during waking hours. Youth may be directed to “drop, cover, and hold” during an earthquake drill, until the evacuation order has been given. Evacuation will be done in an orderly manner. Once the unit has been instructed to evacuate, youth will leave quickly and quietly in an orderly manner and listen for any additional directives from staff. Youth

will then proceed to the units' designated staging area, where roll call will be conducted. When cleared to return to the unit, youth will do so in an orderly manner.

## Prison Rape Elimination Act (PREA)

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There is zero tolerance for anyone engaged in any form of sexual abuse or sexual harassment of youth. Sexual abuse and sexual harassment of youth is prohibited by Federal and State Law under the Prison Rape Elimination Act (PREA). Youth can report any concerns to their parent/legal guardian or parent standing in loco parentis, via confidential grievance, talking to a staff of their choice, request behavior health, and/or by making a confidential free phone call to the PREA ombudsperson. The PREA ombudsperson is an independent party separate from Probation and from the facility.

<b>Riverside Area Rape Crisis Center</b>	<b>Center Against Sexual Assault of Southwest Riverside County</b>
1845 Chicago Avenue, Suite A Riverside, CA 92507 (951) 686-7273 <b>24-hour crisis line</b>	P.O. Box 2564 Hemet, CA 92546 (951) 652-8300
<b>Coachella Valley Sexual Assault Services</b>	<b>The Rape, Abuse, &amp; Incest National Network (RAINN): National Sexual Assault Telephone Hotline</b>
74-333 Highway 111 Suite 204 Palm Desert, CA 92260 (760) 568-9070	(800) 656-4673 <b>24 hours crisis line</b> Online Chat: <a href="http://onlilne.rainn.org">onlilne.rainn.org</a>

## The Office of Youth and Community Restoration (OYCR)

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Youth have free, confidential, and unlimited access to the OYCR ombudsperson. The ombudsperson is independent from the probation department and is available to youth who have a question or would like to file a complaint if they feel their rights have been violated.

OYCR Ombudsperson Contact
OYCR Ombudsperson 1215 O Street Sacramento, CA 95814 (844) 402-1880 <a href="mailto:OYCRombuds@chhs.ca.gov">OYCRombuds@chhs.ca.gov</a>