




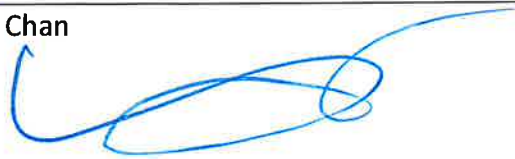


San Francisco Juvenile Probation Department

Juvenile Hall Policy and Procedures Manual

Chapter 3 - Admissions, Screenings, Classification, and Releases

Policy Number:	3.01
Policy Name:	Youth Admissions, Referrals, Screenings and Classification
Authority:	Title 15, 1350, 1324, 1329, 1352, 1352.5, 1353, 1360, 1410, 1430, 1480, 1485, 1500, 1502 WIC: 626, 627, 628 Penal Code: 834(c), 851.5(3)(c)–(d) PREA: 115.33
Replaces:	17.1 Juvenile Admissions Procedures (05/26/2009)
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Related Policies and Procedures:	2.03 – Youth Supervision Staff Orientation & Training 3.01 – Admissions, Referral, Screening and Classification 3.02 - Personal Property 3.03 - Suicide Prevention Plan 3.05 - Orientation 3.06 - Screening for the Risk of Sexual Abuse 5.03 - Youth Rights and Responsibilities 5.05 - Youth Grievances 5.07 - PREA Policy 5.09 – Telephone Access 5.11 - Transgender and Intersex Youth 8.12 - Bilingual and Multicultural Services 10.07 - Mechanical Restraint Determination 10.08 – Use of Restraints Devices for Movement and Transportation within the Facility

	10.10 - Searches 10.11 - Contraband
Related Forms:	Admission Form Booking Slip Youth Handbook Medical Clearance Form Mechanical Restraint Determination Checklist Juvenile Classification Form Search Authorization Form Juvenile Orientation Acknowledgement Form Juvenile Hall Valuables Receipt Juvenile Hall Clothing List PREA Acknowledgement Form Lost Item Claim Form
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I. POLICY

The Juvenile Hall facility administrator, in collaboration with the healthcare and behavioral/mental health administrators, has developed and implemented policies and procedures for admittance of youth that emphasize respectful and humane engagement with youth and reflect that the admissions process may be traumatic especially for those who may have already experienced trauma. Juvenile Hall Policies and Procedures are trauma-informed, culturally relevant, and responsive to the language and literacy needs of youth. In addition to the requirements of Title 15 Sections 1324, 1329, and 1430, Juvenile Hall provides proper referral, screening, classification, and unit assignment for each alleged or adjudicated delinquent youth accepted at the facility. Secure detention shall be used only as the least restrictive placement for youth. Abused, dependent, or neglected youth and youth charged with offenses that would not be crimes if committed by an adult are not held in Juvenile Hall. The confinement of any youth offender is prohibited unless it is clearly shown that secure placement is essential.

A. Referral Criteria

Youth may be admitted into secure detention for the following reasons:

- i. Youth who are arrested, who have an outstanding bench warrant, or who do not fall into the mandatory release guidelines.
- ii. Youth who are ordered into secure detention by the Juvenile Court.
- iii. Youth who are in custody of out of county police agencies who have a detention/custody/court order allowing detention while in transit or an out of state youth being held by order of another state's authorization.
- iv. Youth whose parent or guardian cannot be contacted or will not come to get the youth or the youth refuses to go

home. Status offenders will be referred immediately to non-secure services unless otherwise ordered by the court.

- v. Those youth eligible and referred to non-secure programs who are rejected because no current space exists for placement.
- vi. Those youth verbally ordered to be held by a judge after normal court hearing hours; the court order, however, must be the following day.

B. Intake Screening

The intake Probation Officer shall ensure proper admissions procedures:

- i. Initial intake completed.
- ii. Determination of outstanding bench warrants.
- iii. Social history screening.
- iv. Examination and completion of legal paperwork and admission information.
- v. Detention screening to determine eligibility for release.
- vi. Notification of admission to parent or guardian.
- vii. Release to parents/guardians/responsible adults for all youths who fall within the mandatory release or discretionary guidelines for release.
- viii. Immediate referral to non-secure services for those status offenders for whom a full release cannot be obtained.

- ix. Before admission to the facility, all youth must be screened for acute illness, injury, and substance intoxication.

C. The admittance process includes:

- i. Access to two free phone calls within one hour of admittance in accordance with the Provisions of Welfare and Institution Code Section 627;
- ii. The offering of a shower;
- iii. Documented secure storage of personal belongings;
- iv. The offering of food upon arrival;
- v. Screening for physical and behavioral health and safety issues, intellectual or developmental disabilities;
- vi. Screening for physical and developmental disabilities in accordance with Sections 1329, 1413, and 1430 of Title 15 regulations;
- vii. Contact with Regional Center for the Developmentally Disabled for youth that are suspected of or identified as having a developmental disability pursuant to Title 15 Section 1413; and
- viii. Procedures consistent with Title Section 1352.5
- ix. Procedures consistent with Title 15 Section 1322, Staff Orientation and Training.
- x. Procedures consistent with Title 15 Section 1329, Suicide Prevention Plan.
 - a. Intake screening for suicide risk will take place immediately upon booking and prior to housing assignment.

- b. Provisions facilitating communication among arresting/transporting officers, facility staff, family members, medical and mental health personnel in relations to suicide risk.
 - c. Provisions facilitating communication with family members and medical and mental health personnel in relation to suicide risk.
- xi. Procedures consistent with Title 15 Section 1350.5, Screening for the Risk of Sexual Abuse and PREA [115.33].
- xii. Procedures consistent with Title 15 Section 1352.5, Transgender and Intersex Youth.
- xiii. Procedures consistent with Title 15 Section 1353, Orientation.
- xiv. Procedures consistent with Title 15 Section 1360, Searches.
 - a. Provisions for searching youth will only be to the degree that is appropriate and necessary.
- xv. Procedures consistent with Title 15 Section 1358.5, Use of Restraint Devices for Movement and Transportation within the Facility.
- xvi. Issuing youth new apparel consistent with Title 15 Section 1480.
- xvii. Written criteria for detention that considers the least restrictive environment.
- xviii. Procedures that advise any committed youth of the estimated length of their stay.

- xix. Procedures that advise the youth in post dispositional programs in Juvenile Hall of the estimated length of stay, inform them of program guidelines, and provide written screening criteria for inclusion and exclusion from the program.
- xx. Collaboration with SPY staff through the Medical Clearance and Health Screening.
- xxi. At the time of the booking call, ensure that youth's parents are informed of MEDI-CAL insurance by directing them to WWW. MEDI-CAL.CA.GOV and MEDI-CAL contact number (1-800-541-5555).
- xxii. Admissions staff shall complete the Victim Vulnerability Forms at Intake with youth.

II. PURPOSE

Admission processing is one of the most important functions performed by Juvenile Hall staff. It shall be completed in a timely, efficient, and respectful manner to ensure the safety of staff and the newly admitted youth. Newly admitted youth are often frightened, upset, and/or hostile. It is therefore important that the Admissions Counselor be calm, confident, and compassionate to the youth's state of mind to dispel fear, disarm hostility, and encourage a smooth transition into a Juvenile Hall living unit to which the youth is assigned.

The Admissions Counselor shall always treat each youth with respect and address them in a pleasant and courteous manner to help promote their comfort and safety. It is also critical that the Admissions Counselor explain each step of the admission procedure clearly before beginning the process. This will help to promote more effective intake of information and awareness on the part of the youth.

III. PROCEDURES

A. Intake and Probation Services

- i. The On-Duty Probation Officer is responsible for making Intake decisions and performing intake procedures including:
 - a. Contacting the youth's parent or guardian when possible [WIC 627]
 - b. Ensuring that youth are detained according to the department's established criteria consistent with Title 15 Section 1350.
 - c. Assigning the youth a Probation Officer who will communicate with the youth's family or guardian as necessary as well as advise the youth of his or her estimated length of stay in Juvenile Hall consistent with Title 15 Section 1350.
 - d. Contacting the Admissions Office and informing the Admissions Counselor that a youth is being brought to Juvenile Hall for booking and admissions.
- ii. See Probation Services Policy 8.01A – Intake and Admissions for more detailed Probation Services procedures.

B. Admissions Staff

- i. A Juvenile Hall Admissions Counselor shall be available 24-hours a day, seven (7) days a week. Other necessary personnel, such as SPY staff, shall also be available to ensure that the full range of needs of youth are met in an effective and timely fashion.

- a. In the absence of an Admissions Counselor, the Officer of the Day performs the Admissions Counselor duties.
- ii. The On-Duty Probation Officer shall call the Admissions Office and inform the Admissions Counselor that a youth is being brought to Juvenile Hall for booking and admissions.
 - a. If the On-Duty Probation Officer accepts custody of a youth who has been hospitalized, he or she will inform the Officer of the Day who shall assign a Counselor to go to the hospital and relieve the law enforcement agency onsite of his or her supervision responsibilities. The law enforcement agency will come to Juvenile Hall and complete the booking process in absentia.
- iii. The Admissions Counselor shall contact SPY again when the youth is discharged from the hospital and is confirmed eligible for detention at Juvenile Hall.
- iv. If more than one youth will be in the admissions area at the same time, the Admissions Counselor may consider the need to use holding cells.
- v. Once the youth arrives at Juvenile Hall, the Admissions Counselor shall greet and coordinate with the transporting law enforcement agency. The Admissions Counselor shall communicate with the law enforcement agency to ensure that they sign the Admissions Form and remain in the Admission Office until the Medical Clearance is completed.

- a. Admissions staff shall ask for any pertinent information from the arresting/transporting law enforcement agency regarding any physical and/or mental health concerns to include suicidal ideation or actions that may indicate that the youth may want to hurt themselves. The Admissions staff shall share this information with SPY staff.
- b. Information provided by the arresting/transporting law enforcement agency shall be recorded on the Admissions Check List form.
- c. Admissions staff shall assess each youth by gathering information including the youth's strengths, risk factors, history, and other needs. This information will be filled out on a pre-assessment form.
- d. All information collected during the admissions process specific to the youth's mental health including, but not limited to, suicidal ideation or actions shall be reported to the youth's assigned living unit via Suicide/Safety Plan Form.
- e. The Officer of the Day or designee shall contact the youth's parents/guardian to report medical or mental health concerns including, but not limited to, suicide ideation and/or actions. This will be completed in conjunction with SPY.
- f. Fingerprinting and mug shot procedures will be conducted after the Medical Clearance

unless circumstances call for this to take place elsewhere during the process.

- g. The Admissions Counselor shall ensure that copies of the youth's mugshot and fingerprints are kept in the youth's working file.

- vi. The Admissions Counselor shall greet the youth with a courteous and compassionate tone while exercising firmness where necessary. The Admissions Counselor should keep in mind the admissions process may be traumatic for a youth particularly those who may have already experienced trauma.

- vii. From the first communication, the Admissions Counselor shall communicate in a trauma informed and culturally relevant manner. The Admissions Counselor shall be responsive to the language and literacy needs of youth ensuring that the youth receives information in a language or format that they understand. This may require a language assessment which should be utilized in all instances where this may be in question (see Policy 8.12 Language Access Services).

- viii. The Admissions Counselor shall offer to provide food and a shower to each youth upon arrival. At mealtimes, food can be arranged with the living units. Between meals, the Officer of the Day shall contact the Kitchen and request a bag meal. After hours, staff shall secure a healthy snack from the living units or the Main Kitchen.

C. Title 15 Section 1329: Suicide Prevention Plan (See Policy 3.03)

The Juvenile Hall facility administrator, in collaboration with the healthcare and behavioral health administrators, has developed and implemented written policies and procedures which delineate

a Suicide Prevention Plan. The Suicide Prevention Plan shall consider the needs of youth experiencing past or current trauma. Suicide prevention responses shall be respectful and in the least invasive manner consistent with the level of suicide risk. The plan shall include the following elements:

- i. Suicide prevention training as required in Title 15 Section 1322, Youth Supervision Staff Orientation and Training.
- ii. Screening, Identification Assessment and Precautionary Protocols.
 - a. All youth shall be screened for risk of suicide at intake and as needed during detention.
 - b. All youth supervision staff members who preform intake processing shall be trained in screening youth for risk of suicide. (See Policy 2.03 Youth Supervision Staff Orientation and Training)
 - c. All youth who have been identified during the intake screening process to be at risk of suicide shall be referred to behavioral/mental health staff for a suicide risk assessment. (See Admissions Procedures)
 - d. Precautionary protocols shall be developed to ensure the youth's safety pending the behavioral/mental health assessment. (See Policy 3.03).
- iii. Referral process to behavioral/mental health staff for assessment and/or services.

- iv. Procedures for monitoring of youths identified as risk for suicide.
- v. Safety Interventions (See SPY 14.50 Suicide Prevention Program)
 - a. Procedures to address intervention protocols for youth identified at risk for suicide which may include, but are not limited to:
 - 1. Housing considerations
 - 2. Treatment strategies including trauma-informed approaches.
 - b. Procedures to instruct youth supervision staff how to respond to youth who exhibit suicidal behaviors.
- vi. Communication (see Admissions Procedures)
 - a. The intake process shall include communication with the arresting law enforcement agency and parents/guardians regarding the youth's past and present suicidal ideations, behaviors, or attempts. (See Admissions Procedures)
 - b. Procedures for clear and current information sharing about youth at risk for suicide and parent/guardian information regarding the youth's past and present suicidal ideations, behaviors, or attempted suicides will be shared with youth supervision staff, healthcare, and behavioral/mental health staff. (See Admissions Procedures)

- vii. Debriefing of Critical Incidents Related to Suicide Attempts.
 - a. Process for administrative review of the circumstances and response proceeding, during, and after the critical incident.
 - b. Process for a Debriefing event with affected staff
 - c. Process for Debriefing with all affected youth

- viii. Documentation
 - a. Documentation process shall be developed to ensure compliance with this regulation (See Policy 3.03)
- ix. Youth identified at risk for suicide shall not be denied the opportunity to participate in facility programs, services, and activities which are available to other non-suicidal youth unless deemed necessary for the safety of the youth or security of the facility. Any modification limiting access to programs, services, or activities for suicide risk youth shall be documented and approved by the Director or designee.

D. Screening for the Risk of Sexual Abuse consistent with Title 15 Section 1350.5 (See Policy 3.06)

It is the policy of the Juvenile Probation Department (JPD) to reduce the risk of sexual abuse by or upon youth. Juvenile Hall staff are required to assess each youth within 72 hours of admission based on the following information:

- i. Prior sexual victimization or abusiveness.

- ii. Gender nonconforming appearance or manner; or identification as lesbian, gay, bisexual, transgender, queer, or intersex and whether the youth may, therefore, be vulnerable to sexual abuse.
- iii. Current charges and offense history.
- iv. Age.
- v. Level of emotional and cognitive development.
- vi. Physical size and stature.
- vii. Mental illness and mental disabilities.
- viii. Physical disabilities.
- ix. The youth's perception of vulnerability.
- x. Intellectual or developmental disabilities.
- xi. Any other specific information about the individual youth that may indicate heightened needs for supervision, additional safety precautions, or separation from certain other youth.
- xii. Admissions staff shall assess each youth at intake by using the PREA Vulnerability Assessment Instrument. This form shall go into youth's file that goes to the living unit. Upon the youth's release, this form shall be filed into youth's file that goes into the records room.

Staff shall ascertain this information through conversations with the youth during the admittance process, medical and behavioral health screenings, during classification assessments, and by reviewing court records, case files, Juvenile Hall behavioral records, and other relevant documentation from the youth's files.

Appropriate controls on the access to and dissemination of information within the facility relative to responses received pursuant to this assessment are in place. This is in order to ensure that sensitive information is not exploited to the youth's detriment by staff or other youth.

- E. Medical Clearance consistent with Title 15 Section 1432 (See SPY Policy 1430)
- i. All youth shall be medically cleared by SPY before the Admissions Counselor admits the youth into Juvenile Hall. [Title 15, 1430]
 - ii. For adjudicated youth who are confined in any juvenile facility for successive stays, each of which totals less than 96 hours, the responsible physician shall establish a policy for a medical evaluation and clearance. This evaluation and clearance shall include screening for communicable disease.
 - iii. The Admissions Counselor shall make every effort to help SPY begin medically clearing the youth within 15 minutes of their arrival to Juvenile Hall.
 - iv. During this process, SPY staff shall screen youth for injuries, intoxication, and acute illness.
 - v. The Admissions Counselor shall ensure that SPY staff have a safe and confidential environment in which to conduct the Medical Clearance process. [Title 15, 1407]
 - vi. If the SPY Nurse deems it necessary to conduct a more thorough examination, the Admissions Counselor shall conduct a pat search of the youth for SPY staff to assess the youth in the Medical Triage Room.

- a. To ensure the privacy of the youth and safety of all, the Admissions Counselor shall have the SPY Nurse hand him or her the assigned triage room access key before entering the Triage Room with the youth.
- b. If the nurse would like the door of the Medical Triage Room closed during the examination, the Admissions Counselor shall request that the nurse give him or her the Medical Triage Room key. Staff shall maintain a direct line of sight with the nurse and youth through the door window.
 1. If the nurse opts to have the door remain open, the Admissions Counselor shall provide support through proximity control.
 2. Once the examination is complete, the Admissions Counselor shall return the Triage Room key to the SPY Nurse if necessary.
- c. If a youth does not require further assessment, the SPY Nurse shall notify the Admissions Counselor that the youth is medically cleared and sign the Admission form.
- d. During SPY clinic hours, if the SPY Nurse believes a youth is not stable for admission, a clinician shall be notified for consultation before denying clearance of the youth.
- vii. If the SPY Nurse believes that the youth requires medical attention, he or she shall refer the youth to San Francisco General Hospital as soon as possible.

- a. The Admissions Counselor shall direct the law enforcement agency to transport the youth to San Francisco General Hospital as soon as possible to be cleared by a Medical Doctor before admission into Juvenile Hall.
 - b. If the law enforcement agency is not present, Juvenile Hall Counselors shall transport the youth (See Policy 10.08 – Transporting Youth).
- viii. Once a youth is medically cleared by SPY, the Admissions Counselor shall continue with the admissions procedures.
- ix. If extenuating circumstances impede the adherence of any parties to these policies and procedures and/or other unresolvable issues arise, Juvenile Hall staff shall notify the Officer of the Day for assistance in addressing the issue as expeditiously as possible.
- F. Medical Clearance/Health Screening consistent with Title 15 Section 1430 (See SPY Policy 1430)
- i. All youth shall receive an initial Health Screening from the SPY Nurse before placement into the general population [Title 15, 1410 and 1430].
 - ii. The SPY Nurse conducting the screening is responsible for bringing potentially serious or life-threatening physical conditions to the attention of the Admissions Counselor by providing a Medical Cottage Order.

Such conditions include, but are not limited to, diabetes, seizures, severe asthma, allergies causing anaphylaxis, head injuries, suicidal ideation, symptoms of withdrawal (especially from alcohol or benzodiazepines), etc.

- iii. The Admissions Counselor shall ensure that the SPY Nurse fills out the "Physical Condition" section of the admissions form which is to include pertinent information regarding the health of the youth.
- iv. SPY is responsible for alerting the Admissions Counselor if a youth is suspected to have a communicable disease that could pose a significant risk to others. The Admissions Counselor shall work with other Juvenile Hall staff to ensure that the youth is separated from the general population pending approval from SPY staff.
- v. If SPY identifies mental health needs that exceed the capacity of Juvenile Hall, SPY shall inform the Admissions Counselor so that the youth may be transferred to a licensed mental health facility for crisis stabilization and treatment. [Title 15, 1437] (See Policy 4.04, Transporting Youth).

The SPY Nurse conducting the screening is responsible for filling out an "Intake Health Screening Form," and for placing a copy of this form in the youth's Health Care Records File which shall be maintained separate from the working file [Title 15, 1406].

G. Classification [Title 15, 1352]

It is the policy of Juvenile Hall to classify each youth, upon admission, for the purpose of determining the appropriate housing unit assignment.

The classification process shall:

- i. Provide for the safety of the youth, other youth, facility staff, and the public by placing youth in the appropriate, least restrictive housing, and program settings.

- ii. Consider the need for single, double, or dormitory assignment or location within the dormitory.
- iii. Consider facility populations and physical design of the facility.
- iv. Provide that each youth shall be classified upon admittance to the facility.
- v. Consider factors including, but not be limited to:
 - a. age.
 - b. maturity.
 - c. sophistication.
 - d. emotional stability.
 - e. program needs.
 - f. legal status.
 - g. public safety considerations.
 - h. medical/mental health considerations.
 - i. gender and gender identity of the youth.
- vi. Provide for periodic classification reviews including provisions that consider the level of supervision and the youth's behavior while in custody.
- vii. Provide that facility staff shall not separate youth from the general population or assign youth to a single occupancy room based solely on the youth's actual or perceived race, ethnic group identification, ancestry, national origin, color, religion, gender,

sexual orientation, gender identity, gender expression, mental or physical disability, or HIV status. This section does not prohibit staff from placing youth in a single occupancy room at the youth's specific request or in accordance with Title 15 regulations regarding separation.

- viii. Provide that facility staff shall not consider lesbian, gay, bisexual, transgender, questioning, or intersex identification or status as an indicator of likelihood of being sexually abusive.

H. Transgender and Intersex Youth [Title 15, 1352.5] (See Policy 5.11)

It is the policy of Juvenile Hall to ensure respectful and equitable treatment of transgender and intersex youth. The policies shall provide that:

- i. Juvenile Hall staff shall respect every youth's gender identity and shall refer to the youth by the youth's preferred name and gender pronoun regardless of the youth's legal name. The use of gang or slang names that otherwise compromise facility operations, safety, and security of the facility are not authorized.
- ii. Juvenile Hall staff shall permit youth to dress and present themselves in a manner consistent with their gender identity and shall provide youth with the institution's clothing and undergarments consistent with their gender identity.
- iii. Juvenile Hall staff shall house youth in the living unit or room that best meets their individual needs and promotes their safety and well-being. Staff may not automatically house youth according to their anatomy and shall document the reason for any decision to house youth in a living unit that does not match their gender identity. In making a housing decision, staff shall consider the youth's preferences as well as any

recommendations from the youth's health or behavioral health care provider.

- iv. Juvenile Hall administrators shall ensure that transgender and intersex youth have access to medical and behavioral health providers qualified to care and treat transgender and intersex youth.
 - v. Consistent with reasonable and necessary security considerations and the physical plant, Juvenile Hall staff shall make every effort to ensure the safety and privacy of transgender and intersex youth when the youth are using the bathroom, shower or dressing or undressing.
 - vi. Juvenile Hall staff shall not conduct physical searches of any youth for the purpose of determining the youth's anatomical sex. Juvenile Hall staff shall respect the youth's preference regarding the gender of the staff member who conducts any search of the youth. (See Policy 3.07, Gender Inclusion Policy)
- I. Searches [Title 15, 1360] See Policy 10.10

Intake Searches

- i. Searches shall be conducted in a manner that preserves the privacy and dignity of the youth or visitor being searched. Searches of youth, the facility, and visitors shall never be conducted for purposes of harassment or as a form of discipline or punishment [Title 15, 1360].
- ii. Counselors shall maintain calm and sensitive comportment throughout the search process.
- iii. Counselors shall respectfully explain all steps of the search process to the youth. If a youth has limited English proficiency, communication about searches shall be provided in the youth's language.

- iv. Strip searches and visual or physical body cavity searches shall comply with Penal Code Section 4030.
- v. Physical body cavity searches shall only be conducted by a medical professional.
- vi. Staff shall only conduct a Strip Search at intake with a reasonable articulable suspicion. Reasonable suspicion upon intake may include:
 - a. The youth is alleged to have committed a crime involving drugs (except when arrested for a violation of Health and Safety Code 11550 only) or a crime involving weapons or violence as documented on the admissions form. A felony charge cannot be the sole basis for determining that reasonable suspicion exists.
 - b. The youth has a history of adjudications or arrests for crimes involving weapons, drugs, or violence (except when arrested for a violation of Health and Safety Code 11550 only). The Counselor performing the search shall review the youth's juvenile history report in Augustus to ensure that the information confirms the circumstances justifying a Strip Search.
 - c. When, prior to the search, the Officer of the Day or designee has reasonable suspicion that the youth is in possession of contraband (See Policy 10.11 Contraband) based on facts that are not limited to the alleged offense or the history of offenses.

- vii. Searches of transgender and intersex youth shall comply with Title 15 Section 1352.5.
 - viii. Cross-gender pat-down searches and strip searches are prohibited except in exigent circumstances or when conducted by a medical professional. Such searches shall be justified and documented in writing.
 - ix. When a youth enters Juvenile Hall, a Counselor shall conduct a Pat Search and may also conduct a Scan Search of the youth. (See Attachment # 2, Search Authorization Form)
- J. Telephone Rights of Youth during Admissions [Title 15, 1376] (See Policy 5.09)
- i. Within one hour of admission to Juvenile Hall, the Admissions Counselor shall advise the youth that they have the right to make a minimum of two telephone calls. This includes one call completed to his/her parent or guardian or a responsible relative and a second call completed to an attorney [WIC 627, Title 15, 1350(a)].
 - ii. Youth who are custodial parents also have the right to make two additional phone calls to a relative or other person for arranging for the care of the child [Penal Code 851.5(c)].
 - a. Regardless of who is contacted, the youth should identify a responsible adult to make sure that person will know how to locate the child and give permission for that person to take charge of the child.
 - b. A sign notifying detained youth of their right to request two additional phone calls to arrange for childcare shall be posted in the

area where youth are processed [Penal Code 851.5(3)(d)].

- iii. Counselors shall give youth identified as foreign nationals or who are suspected of being foreign nationals the opportunity to make an additional phone call to an immigration rights advocate or consulate of their country of origin.
 - a. The youth shall also be informed that he or she has the right to call an immigrant rights advocate and shall be provided with information identifying advocates with expertise in immigration rights.
 - b. If a youth does decide to contact a consulate, the Counselor shall facilitate the youth's communication with the consulate and allow the youth to receive visits from the consular officers.
- iv. Youth with verifiable employment may be granted an additional call to contact their employer.
- v. If the youth requests a call for any other reason, the Admissions Counselor shall relay the request to the youth's Probation Officer to review the request and add the telephone number to the youth's Approved Calls List.
- vi. The calls shall be at public expense and supervised by a Counselor using Proximity Control [WIC 627].
- vii. When placing a call on behalf of youth, the Counselor shall:
 - a. Confirm the identity of the responsible adult

- b. Inform him or her that the youth is in the process of being admitted into Juvenile Hall
 - c. At the time of the booking call, ensure that youth's parent/guardian is informed of MEDI-CAL insurance by directing them to WWW.MEDI-CAL.CA.GOV and the MEDI-CAL contact number (1-800-541-5555)
 - d. Communicate with the youth's parent/guardian regarding the youth's past and present suicidal ideations, behaviors, or attempts. [Title 15, 1329]
 - e. Explain Juvenile Hall policy regarding the first 24 hour visit and subsequent visiting hours and related policies (Policy 5.10 Visiting).
 - f. Advise the parent/guardian to contact the On-Duty Probation Officer to obtain further details surrounding the youth's arrest.
- viii. Following the Counselor's completion of these steps, the youth may speak with the intended party. The Admissions Counselor shall record all calls made and if they were completed in the Admissions Log and on the Admissions Form.
- K. Orientation [Title 15, 1353] (See Policy 3.05 Orientation)
- i. The Juvenile Hall facility administrator has developed and implemented written policies and procedures to orient youth to the facility. The Admissions Counselor shall provide an orientation to the youth before placement in a living unit and address questions or concerns the youth may have.

- ii. Both written and verbal orientation materials and information shall be provided in a language the youth understands as determined by the language assessment completed during the admissions process. (Policy 8.12 – Bilingual & Multicultural Services) This information may be supplemented with video orientation if feasible. Orientation information shall also be made available in formats accessible to youth who are deaf, visually impaired, or otherwise disabled, have limited literacy, or are English language learners. [Title 15, 1353, PREA 115.33]
- iii. Orientation shall include information that addresses:
 - a. Facility rules including contraband, searches, and disciplinary procedures;
 - b. 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 a youth violates the rules of the facility;
 - c. Age-appropriate information that explains Juvenile Hall policy prohibiting sexual abuse and sexual harassment and how to report incidents or suspicions of sexual abuse or sexual harassment;
 - d. Identification of key staff and their roles;
 - e. The existence of the grievance procedure, the steps that shall be taken to use it, the youth's right to be free from retaliation for reporting a grievance, and the name of the person or persons designated to resolve the issue;

- f. Access to legal services and information on the court process;
- g. Access to routine and emergency health and mental health care;
- h. Access to educational services, religious services, and recreational activities;
- i. Housing assignments;
- j. Opportunity for personal hygiene and daily showers including the availability of personal care items;
- k. Rules and access to correspondence, visits, and telephone use;
- l. Availability of reading materials, programs, and activities;
- m. Use of restraints policies, use of force policies, chemical agents, and room confinement;
- n. Immigration legal services;
- o. Emergencies and evacuation procedures [Title 15, 1327];
- p. Non-discrimination policy and the right to be free from physical, verbal, or sexual abuse and harassment by youth and staff;
- q. Availability of services and programs in a language other than English if appropriate;

- r. The process for requesting different housing, education, programming, and work assignments;
 - s. A process for which parents/guardians receive information regarding the youth's stay in Juvenile Hall that a minimum includes answers to frequently asked questions and provides contact information for Juvenile Hall, medical, and mental health; and
 - t. A process by which youth may request access to Title 15 Minimum Standards for Juvenile Facilities.
- iv. The Admissions Counselor shall provide the youth with information explaining the agency's zero-tolerance policy regarding sexual abuse and sexual harassment and how to report incidents or suspicions of sexual abuse or sexual harassment. [PREA 115.33]
- v. Youth shall be made aware of the Department's non-discrimination provision that provides that all youth within the facility shall have fair and equal access to all available services, placement, care, treatment, and benefits, and provides that no person shall be subject to discrimination or harassment on the basis of actual or perceived race, ethnic group identification, ancestry, national origin, immigration status, color, religion, gender, sexual orientation, gender identity, gender expression, mental or physical disability, or HIV status, including restrictive housing or classification decisions based solely on any of the above mentioned categories. [Title 15, 1324]

- vi. The Admissions Counselor shall provide an up-to-date Youth Handbook to the youth and inform him or her that copies of the handbook are available in the living unit.
 - a. If youth are illiterate, or do not read in any of the provided languages, provisions shall be made to ensure the youth receives the information covered in the handbook in a meaningful, culturally competent, and understandable way (See Policy 8.12 – Bilingual & Multi-Cultural Services).
 - b. Provisions shall also be made to effectively provide this information to youth who are developmentally impaired.
 - vii. After completing orientation, the youth shall sign and date the Juvenile Orientation Acknowledgement Form. [Title 15, 1353]
- L. Admissions Shower and Clothing Exchange [Title 15, 1480, 1482, 1483]
- i. The youth shall be escorted to the showering area by a Counselor of the same gender or of the gender requested by youth. For youth who identify as transgender, the youth's preference regarding the sex of the escorting Counselor shall be accommodated.
 - ii. The Counselor shall stand outside the door without visually observing the youth, ask the youth to disrobe, and collect the youth's clothing.
 - a. The Counselor shall record any signs of disorientation, evidence of substance abuse, evidence of physical abuse or neglect,

evidence of self-harm, or defining physical characteristics (*i.e.*, tattoos, scars, etc.) he or she notices.

iii. The Admissions Counselor or designee shall search each article of the youth's clothing for contraband before placing it in the youth's clothing bag. (See Policy 10.11 Contraband and Policy 3.02 Personal Property for property storage procedures)

a. For the shower, a Counselor shall give youth the following toiletry items:

Personal Hygiene Products: At the time of admission, each youth shall be provided with soap, a toothbrush, toothpaste, comb, deodorant, lotion, shampoo, post-shower conditioning hair products, toilet paper, and feminine hygiene articles, panty liners, and tampons as requested. Unit Counselors shall provide additional personal hygiene products to youths as they are needed. [Title 15, 1485]

b. Youth who wish to wear items for religious purposes may be allowed to do so in accordance with policy (See Policy 8.10 – Religious Programming).

c. After showering, the Admissions Counselor shall provide the youth with Juvenile Hall clothing. Clothing shall be clean, reasonably fitted, durable, easily laundered, in good repair, and free of holes and tears. [Title 15, 1480] Standard Juvenile Hall issue of climatically suitable clothing includes:

- 1 Shirt or blouse;

- 1 Sweatshirt;
- 1 Pair of pants;
- 1 Undershirt or bra that are freshly laundered and free from stains;
- 1 Pair of new non-disposable shorts or panties which will remain with the youth throughout their stay;
- 1 Pair of socks and serviceable sandals.

d. Suitable clothing is issued to pregnant youth

M. Assignment to a Living Unit

- i. Once all admissions procedures have been completed, the Admissions Counselor shall fill out the Juvenile Classification Form which shall be approved by the Officer of the Day and assign the youth a living unit in accordance with Policy 3.03 – Referral, Screening, and Classification of Youth.
- ii. The Counselor accompanying the youth to his or her living unit shall also deliver the youth's Admissions Packet to the Lead Counselor of the youth's living unit.
- iii. The Admission's Counselor shall notify the living unit Counselors prior to escorting the youth to the assigned living unit.

N. Use of Restraint Devices for Movement and Transportation Within the Facility

- i. Staff shall adhere to the provisions of Policy 10.07 and 10.08
- ii. An individual assessment of the need to apply restraints for movement or transportation includes consideration of less restrictive alternatives, consideration of a youth's known medical or mental health conditions, trauma informed approaches, a process for documentation and supervisor review and approval. (See Policy 10.07 Mechanical Restraint Determination).
- iii. Consideration of safety and security of the facility with a clearly defined expectation that restraint devices shall not be used for the purpose of discipline or retaliation.

O. Admissions Counselor Responsibilities for Each Admission

- i. The Admissions Counselor shall process each admission using the Augustus Case Management System features as per SOP appendix 3.01 A including:
 - Accessing youth case file;
 - Detention Risk Instrument;
 - Case Notes;
 - Contact Summary;
 - Intake Screenings; and
 - Youth Valuables

- ii. The Admissions Counselor shall complete the proper sections of the Admissions Form as well as other necessary paperwork based on the youth's case and immediate needs.
- iii. If a youth has had a prior Juvenile Hall Admission, the Admissions Counselor shall update the Contact Summary.
- iv. When completing the Admission Form, the Admissions Counselor shall include overall impressions of the youth to orient other staff to any relevant information.
- v. The Admissions Counselor shall notify the kitchen staff of the new arrival so the kitchen and food services staff can adjust the meal count accordingly (Policy 6.01, Food Service Management).
- vi. The Admissions staff shall ensure that youth mug shots and personal information is updated for every youth booked into Juvenile Hall.
- vii. Admissions staff shall update mug shots and personal information every six months for detained youth.
- viii. Admissions staff shall fill out a Pre-Assessment Form with the youth during the orientation process. This Pre-Assessment Form will be put into each youth's file that goes up to the living unit. Living unit staff shall use the Pre-Assessment Form to fill out a 30-Day Assessment packet (See Policy 8.13 Institutional Assessment Plan).