





San Francisco Juvenile Probation Department

Juvenile Hall Policy and Procedures Manual

Chapter 3 - Admissions, Screenings, Classification, and Releases

Policy Number:	3.05
Policy Name:	Orientation
Authority:	Title 15, 1353
Replaces:	
Effective Date:	January 1, 2019
Revision Date:	December 20, 2018
Related Policies and Procedures:	<p>3.01 - Admissions, Referral, Screening, and Classification</p> <p>3.02 - Personal Property</p> <p>3.03 - Suicide Prevention Plan</p> <p>3.04 - Releases, Transfers, and Leaves</p> <p>5.03 - Youth Rights and Responsibilities</p> <p>5.07 - Prison Rape elimination Act (PREA)</p>
Related Forms:	
Director of Juvenile Hall:	<p>Bobby Uppal</p> 
Chief Probation Officer:	<p>Katherine Weinstein Miller</p> 

I. POLICY

- A. 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.
- B. 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 & Multi-Cultural Services). This information may be supplemented with a 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].
- C. Orientation shall include information that addresses:
 - i. Facility rules including contraband, searches, and disciplinary procedures.
 - ii. Facility's system of positive behavior interventions and supports including behavior expectations, incentives that youth will receive for complying with facility rules, and consequences that may result when youth violate the rules of the facility.
 - iii. 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.
 - iv. Identification of key staff and their roles.
 - v. 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.

- vi. Access to legal services and information on the court process.
- vii. Access to routine and emergency health and mental healthcare.
- viii. Access to educational services, religious services, and recreational activities.
- ix. Housing assignments.
- x. Opportunity for personal hygiene and daily showers including the availability of personal care items.
- xi. Rules and access to correspondence, visits, and telephone use.
- xii. Availability of reading materials, programs, and activities.
- xiii. Use of restraints policies, use of force policies, chemical agents, and room confinement.
- xiv. Immigration legal services.
- xv. Emergencies and evacuation procedures. [Title 15, 1327]
- xvi. Non-discrimination policy and the right to be free from physical, verbal, or sexual abuse and harassment by youth and staff.
- xvii. Availability of services and programs in a language other than English if appropriate.

- xviii. The process for requesting different housing, education, programming, and work assignments.
 - xix. A process for which parents/legal guardians receive information regarding the youth's stay in Juvenile Hall that at a minimum includes answers to frequently asked questions and provides contact information for Juvenile Hall, medical, school, and mental health.
 - xx. A process by which youth may request access to Title 15 Minimum Standards for Juvenile Facilities.
- D. 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].
- E. Youth shall be made aware of the Departments non-discrimination provision reflecting 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]
- F. The Admissions Counselor shall provide an up-to-date Youth Handbook to the youth and inform the youth that copies of the handbook are available on the living unit.
- i. 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).

- ii. Provisions shall also be made to effectively provide this information to youth who are developmentally impaired.
- G. After completing orientation, the youth shall sign and date the Juvenile Orientation Acknowledgement Form [Title 15, 1353].