

JUVENILE DIVISION  
CIRCUIT COURT OF  
JACKSON COUNTY, MISSOURI

RESIDENTIAL SERVICES

DETENTION CENTER

RESIDENT HANDBOOK

Delbert Montgomery, Residential Director



Jackson County Family Court

---

Thomas Schmitt, Superintendent  
Jackson County Family Court Detention Center

---

625 E. 26<sup>th</sup> Street  
Kansas City, MO 64108  
Telephone: (816) 435-4700

February 23, 2006

Dear Youth,

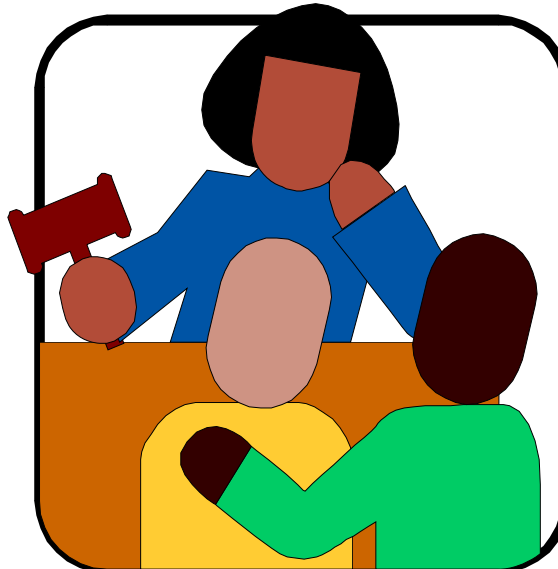
The Jackson County Family Court Detention Center Handbook explains the function of the Detention Center and the rules and regulations that you must follow during your detention. Read the handbook carefully. I urge you to obey the instructions given to you by the staff, maintain orderly conduct, and use this time as an opportunity to begin making the right decisions.

The citizens of Jackson County, Missouri have entrusted us to protect, supervise, and provide for you. They have set high standards for us, which we work to achieve. I expect that you, too, will do your best to achieve the high standards that have been set for you and become a productive, law-abiding member of your community.

Sincerely,

Thomas Schmitt  
Superintendent

JACKSON COUNTY  
JUVENILE DETENTION CENTER  
"MAKING A NEW START"  
RESIDENT HANDBOOK



Welcome to the Jackson County Family Court Juvenile Detention Center. The length of your stay depends on many things, such as, how long your Court process lasts and whether or not you have to wait for an opening at another Facility/Agency. We hope you use the time you are in Detention as a chance to make good changes in your life.

The people working at the Center are here to help you and take care of you. They can answer questions and give advice, too. Your job here is to learn and follow the rules. The rules are made to help you get along with the staff and with other residents. You may be asked to do things you don't like to do, but those things are part of a program to help you learn, make changes and grow as a person. Your attitude and behavior affect the kind of time you have here. They also affect the discipline and privileges you receive. When you choose to break rules, you choose to accept the consequences as well. The Juvenile Judge, Commissioners, your Deputy Juvenile Officer and other people working on your case may request a report on how well you are doing here, so do your personal best.

## Table of Contents

**I. Introduction**

---

**II. Staff**

---

**III. Juvenile Rights**

Grievance Procedures

---

**IV. Juvenile Responsibilities**

---

**V. Programs and Service**

- A. Meals
  - B. Housekeeping
  - C. Personal Hygiene/Grooming
  - D. Education/PE
  - E. Recreation
  - F. Library
  - G. Religion
  - H. Mail
  - I. Phone Calls
  - J. Visitation
  - K. Medical Services
  - L. Personal Property
- 

**VII. Rules:**

- A. Resident Rules
  - B. Dorm Rules
  - C. Team Rules
  - D. Meal Rules
  - E. Gym Rules
  - F. Contraband Rules
- 

**VIII. Behavioral Management:**

- G. Searches
- H. Use of Force
- I. Restraints
- J. Room Confinement
- K. Due Process
- L. Rewards Program



## **JUVENILE RIGHTS**

You will not be discriminated against because of your race, color, nationality, creed, sex, physical handicap, religious or political opinions. You and all other residents will be involved in the same programs and work assignments. All residents who take part in Detention programs and services will be supervised and under the control of Detention staff.

1. You have the right to be treated with respect and fairness.
2. You have the right to be informed of the rules of Detention upon admission.
3. You have the right not to be punished physically, be harassed, intimidated, threatened, hurt, assaulted, embarrassed, or made fun of. You have the right not be interfered with by another resident or staff member during times of normal body functioning; like eating, sleeping, or going to the bathroom.
4. You have the right to take part in religious activities, if you choose.
5. You have the right to have food that is good for you, a good bed with clean sheets, a shower everyday, working toilets, good light and air, and an overall safe place.
6. You have the right to have visitors...i.e. your parent(s), legal guardians(s), attorney or Case Manager.
7. You have the right to talk to, write letters to and see your attorney.
8. You have the right to clean clothing daily.
9. You have the right to see the Detention doctor and/or nurse.
10. You have the right to have your property logged and kept in a safe place.
11. You have the right to talk to appropriate persons within the organization as long as it does not disrupt the order and security of Detention.
12. You have the right to indoor and outdoor recreation (unless your behavior dictates disciplinary lock down).
13. You have the right to refrain from work for which you would normally be paid, except for the cleaning and maintenance of Detention.
14. You have the right to file a grievance while in Detention without being afraid to do so.
15. You have the right to wear and style your hair any way you choose as long as it is not a health hazard or a distraction to other residents. Hair care products are provided by the Center daily. The same rules apply to facial hair.
16. You have the right to talk with a lawyer. Your lawyer will be either a Public Defender, Legal Aid, one hired by your parent(s)/guardian, or one appointed by the Court. You have the right to have phone calls and visits with lawyers at reasonable times. Your lawyer will handle any legal complaints you may have. Juvenile Detention provides a grievance procedure which you can use to voice complaints about Detention.

17. **Telephone Call:** When you come into Detention, the Screening Officer checking you in will call your parents. Your lawyer or the Public Defender, will be called if you ask. If you are unable to reach your lawyer, at that time you will be given other opportunities to call your lawyer. If you do not have a lawyer, or don't know your lawyers name your parent(s)/guardian should make the appropriate effort to contact/provide you with the information necessary to contact legal counsel.
18. You may write or ask someone to write a message to your lawyer. The message will be given to your lawyer and will not be read by staff.
19. **Visits with lawyers:** Your lawyer may visit you at any reasonable time. If you want to see your lawyer or your worker, Detention staff will make every effort to assist you in contacting lawyers and/or worker.

## **RESPONSIBILITIES**

1. You are responsible for following Detention rules, procedures, schedules and direction of staff while in Detention.
2. You are responsible for **not** discriminating against other residents or staff and not using words or behaving in a way that is prejudiced or discriminating.
3. You are responsible for keeping your living area clean and neat.
4. You are responsible for informing staff of medical or dental care if you need it.
5. You are responsible for following the rules during visits and not taking anything from or giving anything to a visitor. You are responsible for not sending or receiving anything illegal through the mail.
6. You are responsible for keeping your clothes and hair clean.
7. You are responsible for telling staff if you think your rights have been violated.
8. You are responsible for following the procedure to file a grievance. You should tell Detention Supervisors about anything you witness that is against the rules.

While you are in Detention, the staff will write a report on you every day. They write information in the team log and individual chronological logs in reference to your attitude toward staff and other residents, notes on school attendance, participation in programs and activities, and if you were involved in any incidents or fights, etc.

## **GRIEVANCES**

Juvenile Detention has a way for you to tell about your complaints or if your rights have been violated. It is called the Grievances Procedure.

If you have a complaint, first talk about it with staff to try to settle it. If you can't and you want to file a grievance, tell your Youth Worker or his/her Supervisor. The Supervisor will give you a Grievance form to fill out. You can have help with filling it out from another resident or from any Detention staff member who is working at the time. A Supervisor will meet with you within 24 hours to start trying to resolve your grievance. If you and the staff person cannot agree, you have two levels of appeal which are the Program Manager and the Superintendent.

## PROGRAMS AND SERVICES



### MEALS:

Food will never be taken or kept from you as a punishment. You may have special food if a doctor, dentist or minister says you should, and it is approved by the Superintendent.

You will get at least three meals and a snack every day and at least two of the meals will be hot.

#### **Meal Schedule:**

Breakfast	7:30am
Lunch	11:45am
Dinner	5:00pm
Snack	7:00pm



### HOUSEKEEPING

You are to keep your living area and room clean. This includes the walls, floors, windows and other property inside. You are to take care of and use the property and materials given to you. Any destruction of your living area, including graffiti, can result in additional charges filed against you.



### HYGIENE

You will have a shower every day and will be given everything you need to have good personal hygiene. You will get clean underwear, shirts, socks, pants and towels every day. There is a regular time to change blankets and sheets. Personal hygiene items will be given to you daily and include:

1. Toothbrush/Toothbrush holder
2. Toothpaste
3. Deodorant
4. Body/hair shampoo
5. Conditioner
6. Combs
7. Lotion

Special hair care products maybe available upon request. Special need hygiene products must be approved by the nurse.



### EDUCATION

You, as well as other residents, are afforded educational classes taught by De La Sale Education Center who have staff located in the Detention Center. You can earn credits while in class and the grades you will make will be recorded and kept on file. You can get your grades by calling 435-4701 (8:00 AM- 2:00 PM, Monday through Friday). The daily schedule is posted in the classrooms. Also posted in the classrooms are the rules. You are expected to behave yourself and go by the rules. You can be removed from the classroom by teachers or staff and can be suspended by the principal.



## RECREATION

The Program Manager in conjunction with the Shift Supervisors, schedules your activities, including exercise and free times away from school and on weekends and holidays. Physical recreation will never be used as a punishment. Staff will encourage you to take part in activities, but you will not be forced. In school you will go to and are expected to participate in gym activities.

## COUNSELING

You will be assigned a worker unless you already have one. The Detention Counselor is also available upon request. You can ask to call or see your worker or lawyer at any reasonable time. You will have someone to talk with when you want it or if you need it during an emergency. Staff may inform a juvenile of the legal resources available, but, at no time are they to engage in conversation that might in any way be construed as offering legal advice. Staff may not question a youth regarding the alleged offense.



## LIBRARY

Detention has a small library which you can use when you are not in school. Only one books or magazines are allowed in your room, after school hours.



## RELIGION

Detention has religious services you can attend if you desire. You can ask to see a minister of the religion of your choice. Your worker will clear the request with the Superintendent.



## MAIL

The Jackson County Family Court Juvenile Division will provide stamps for letters to parent(s), and legal guardians. There is no restriction of legal mail. You may only receive and send letters to your parent(s), legal guardian(s), assigned worker, or attorney. Staff will supervise the opening of all letters received. If there is anything besides a letter inside, it will be put with your property or given to the Superintendent. You will be told if any property is kept from you. All letters received for residents who have left the Center will be forwarded or returned to the sender within 24 hours, excluding weekends and holiday. You are not permitted to send letters to victims or witnesses.

You are not allowed to have magazines, newspapers or periodicals that give instructions for making explosives, encourage violence or prejudice, encourage sexual misbehavior, that is criminal and/or against Detention rules, or that encourages the use of sale of drugs and/or other illegal substances.



## PHONE CALLS

You may make at least two personal phone calls a week to parents(s)/guardian. Phone calls cannot be saved. If you do not use your two phone calls one week, you cannot have four phone calls the next week. You are **not** allowed to call victims or witnesses. You will make phone calls when it is your team's day/time to make telephone calls. The staff will dial the phone number and confirm the party is appropriate. The phone call schedule is posted in Orientation and team areas.



## VISITATION

Your parent(s)/guardian may come to see you on approved visitation days. Visitation is held four times a week. These times and days are as follows:

Tuesday and Thursday	6:30 p.m. - 7:30 p.m.
Saturday	1:00pm - 4:00 p.m.
Sunday	1:00 p.m. - 4:00 p.m.

For visitors other than parent(s)/guardian, your worker must fill out a request form and have the visit approved by the Superintendent.



## MEDICAL SERVICES

After you are admitted to Detention, the Center nurse will give you a health screening exam. If you want to see the doctor at any time, ask the staff to put your name on the Sick Call list. The doctor is present three a week (Tuesday, Wednesday, and Thursday). At the time of your release, the Detention Center will advise your Deputy Juvenile Officer/Caseworker of any medical situation, screening appointments, etc., regarding your health. The Deputy Juvenile Officer/Caseworker is responsible for appropriate follow-through.



## CLOTHING AND PROPERTY

Your clothes and property will be locked up and kept safe while you are in Detention. They will be given to you when you leave. The only things that you can keep are legal papers, prescription glasses, and false teeth. There will be no papers and other items kept in your room. Detention laundry staff will wash and/or disinfect your clothes and shoes after you come into Detention. A clean set of clothing will be issued everyday after showers.



## UNCLAIMED PROPERTY

If you leave Detention and leave your clothes, property or money when you are released, we will let you know by writing a letter. You will then have four weeks to come and get your property. If you cannot pick them up, your parent(s) or guardian or worker can pick up your things for you. If no one comes to claim your property, the Control Room Clerks will bag the property and send it to the warehouse to be stored. If you are released and Detention cannot find some of your clothes, property or money, the Control Room will keep a record of

what was missing and report it to the Superintendent who will try to recover your things or arrangements will be made for compensation.

## SEARCHES

Searches for contraband are for the safety of you and all the residents, staff and the Detention Center. Contraband is any item(s) possessed by a juvenile that are illegal or prohibited by the Detention Center for the any reasons. Any contraband found during a search will be taken by staff and given to the Shift Supervisor. The Shift Supervisor will turn the contraband over to the Superintendent who will decide what should happen. The consequence will be determined by the seriousness of the contraband and the Police Department may be called.



### ROOM SEARCHES

Rooms will be searched every day.

### STRIP SEARCHES

Upon your admittance to Detention a physical strip research will be conducted and anytime you leave the building for a doctor's appointment, etc. If, at any time, the staff feels you are hiding something on your person, like drugs or weapons, the Supervisor can authorize staff to do a strip search.

### FRISK SEARCHES

You will be frisked upon first entering Detention. You can be frisk searched when you come back from Court, after visitation or at the discretion of the staff.

### SERIOUS INCIDENTS IN DETENTION

The Jackson County Family Court Juvenile Detention Center will do everything possible to prevent crimes in Detention. If it appears a resident may have committed a serious crime while in Detention, the Superintendent may make a referral to the Juvenile Screening Officer and the Legal Department. The Legal Department may decide to file a delinquency motion (new charge).

Any violation that would be a crime if committed by an adult, could be reason to file a delinquency charge on a Detention resident. Detention's policy is to give notice to the Screening Office and the Legal Unit's office only on those offenses which are of a serious nature and seem to have enough evidence to prove a charge. Some of the reasons for charges being filed include: assault and battery, escape or attempting to escape, rioting or inciting others to riot and destruction of Court property.

## PHYSICAL FORCE

Physical force can never be used as punishment. Staff can use only as much physical force as needed for:

1. Self protection.
2. Protection of other persons.
3. Preventing property damage.
4. Preventing residents from inciting others in a way that risks the safety and security of others and/or the Center.
5. Preventing residents from escaping.



## RESTRAINTS

Mechanical restraints cannot be used to punish a youth. The Judiciary, Administration, Superintendent and his designees can authorize the use of mechanical restraints for the following reasons:

1. Injury to self.
2. Injury to others.
3. Damaging property.
4. In case of escape.

Mechanical restraints will be used for transportation outside of Detention. Mechanical restraints may also be used for medical reasons, under the direction of the medical staff.

## JACKSON COUNTY JUVENILE DETENTION

### RESIDENT RULES

#### GENERAL RULES:

1. Cooperate with all staff. This means that defiance, back-talking, arguing, bargaining, ignoring staff and throwing temper tantrums are not allowed. You will find that things are much easier when you do as requested or directed. Your cooperation reduces stress for everyone.
2. You will use clean, respectful language at all times. Detention will not tolerate foul language. Detention is a place where you have a chance to respect yourself by learning to use appropriate language.
3. Treat others with dignity and respect, just as you would wish to be treated. This means no arguing, name calling, threats, pranks, unpleasant statements about a resident's family members, or fighting. All residents are expected to make it possible for everyone to live together. Be aware that assault is a chargeable offense.
4. Treat the property and belongings of others with respect. Do not damage, destroy or steal anything belonging to someone else. Damage to property and theft of property are chargeable offenses.
5. You will not make sexual contact with other residents or behave in a sexually inappropriate way at any time. This may include anything from touching inappropriately and kissing to having sex. Sexual gestures, having your hand down your pants and exposing yourself are also not allowed. Detention is not the place for sexual contact of any kind.
6. You must not attempt to escape from the Jackson County Family Court Juvenile Detention Center. The outer doors are controlled by the Control Room -- not by Youth Worker staff. Escape attempts will result in room restriction and loss of privileges and possibly additional charges.
7. You will not make tattoos, pierce ears or make scratches in the skin of yourself or other residents. Self destructive behavior may result in a consequence or placement on Suicide Precaution.
8. You will not try to manipulate staff. Asking a Youth Worker for something after being told, "No" by another staff is not allowed. Bargaining for less serious consequences when you have broken a rule is also not allowed.
9. The staff will not allow gang drawings or hand signs. This is neutral territory and no gang activity will be permitted. This rule also applies to anything that even looks like a gang drawing or hand sign, even if you say it is not.
10. Telephone Use. Use of any telephone must be authorized and monitored by staff.

11. If a resident makes a threat or may potentially cause violence if let out of confinement for the bathroom, the hour out, visitation, etc., the temporary use of mechanical restraints or revocation of the hour out of the resident from his room may become necessary for safety and security purposes.
  - a. The Shift Supervisor must obtain permission of Detention Management for the use of mechanical restraints when the resident is leaving his room.
  - b. An Incident Report must be completed which includes authorization of Detention Management and reason and length resident was mechanically restrained or confined to room.

### ROOM RULES

1. If you are assigned a room, no other resident will be permitted in your room unless directed by the staff. Also, you will not enter another resident's room. This rule is to protect your privacy, your safety, and the safety of your belongings.
2. Items allowed in your room area: The clothing you have on and two blankets. All other clothing, towels and washcloths and hygiene supplies must be kept in the resident's locker in the storage room and stored by staff. You may be given consequences if any other items are found in your room.
3. In order to keep the rooms clean, do not mark on the walls or scratch the paint.
4. All residents must take part in cleaning their rooms daily as directed by staff.
5. The furniture and equipment are for your use, so take care of them. Do not stand on the bed, tables, or chairs in the bed area. Do not play with or misuse toilets, fire sprinklers, intercoms or any other objects in the Detention Center. Be aware that damage to any of the contents mentioned may result in charges being filed against you.
6. All windows and vents must remain uncovered at all times.

### TEAM RULES:

1. All team areas will remain locked when in use.
2. No resident may leave the team without staff's supervision.
3. At shower time, residents must undress and dress in the bathroom. At no time are residents to be in the hallway or room trying to complete their dressing process.
4. Residents are to be properly dressed at all times when not in their rooms or at shower time. This means: tops, bottoms, underwear, and shoes. Proper wear for playing games in the gym will be decided by staff at the time of gym use.
5. Residents must turn in their dirty laundry at the scheduled times for laundry pickup.

6. All pencils, games and cards must be obtained from your Youth Worker. These items cannot be taken into your rooms and they must be checked in to staff in good condition.
7. Only staff are allowed to start the TV, VCR or change channels.
8. No talking after residents are instructed to go to bed.
9. Do not go up to the Control Room window and try to see in and do not touch the glass. If you need to talk with staff in the Control Room, contact your Youth Worker instead of shouting through the window.

#### MEAL TIME RULES:

1. All residents must use the restroom and wash their hands before each meal.
2. Residents will line up before leaving the team room to go to the kitchen area to receive their food and return to their team. The Youth Worker for your team will tell you when to go and when to leave.
3. Do not touch or play with the other drinks/food on the counter.
4. You may talk quietly at your table during meal times (at discretion of supervisor, based on activities).
5. Do not share your food or drink with another resident.
6. Ask and get permission from your Youthworker before leaving the table for any reason.
7. When your team Youth Worker says that your table has finished eating, take your trays to the food cart and dispose of any food, napkins and eating utensils. Stack the trays on the \_\_\_\_\_ cart.
8. Learn and practice good table manners. Acting inappropriately is not permitted. Use this time to practice good table manners. Staff will help you and encourage you to use good table manners.

#### GYMNASIUM RULES

1. Always practice good sportsmanship.
2. No rough play that may cause injuries.
3. For safety reasons, no dunking of the basketball or hanging on the rim. If the basketball rim is broken, it may be a long time before it can be repaired, so take care of all game equipment.
4. Do not throw balls or any other equipment against the glass windows.
5. No spitting allowed on the gym floor!



CIRCUIT COURT OF JACKSON COUNTY, MISSOURI  
FAMILY COURT DIVISION

**RESIDENTIAL SERVICES - OPERATIONAL RULE**

**NUMBER:** 400-109

**ISSUED BY:** Cheryl Rayl

**EFFECTIVE DATE:** 10/03/01

**ISSUED BY:** \_\_\_\_\_

**DATE REVIEWED/REVISED:** \_\_\_\_\_

**ISSUED BY:** \_\_\_\_\_

**TITLE:** Residential - Administrative/Fiscal – Kitchen – Dietary

**Operational Rule:**

It is the Operational Rule of Residential Services that all residents receive nutritious and healthy meals (per USDA guidelines) and any religious and/or medical food restrictions be honored.

**Procedures:**

1. Residents will receive three full meals per day per USDA guidelines; also, they will be provided snacks.
2. All new residents will be advised of this policy and the staff person in orientation will compile a list of food restrictions.
3. If a resident has a religious reason or medical reason for not eating certain foods, he/she must inform staff upon admission. Staff should also report to the Nurse any information presented by residents that may indicate they need a special diet.
4. Resident must provide in writing (a medical statement for his/her medical provider) for a medically restricted diet.
5. Resident must inform staff of his/her religious belief prohibiting his/her consuming certain foods (i.e. pork products).
6. Absent a medical and/or religious excuse, all residents will be provided the regular nutritious meal. Residents may opt not to eat all or part of any meal.
7. The Nurse may contact the doctor, Deputy Juvenile Officer, or parent regarding food restrictions for medical reasons.
8. The kitchen will be notified of any dietary restrictions.
9. Food Services will note and post the food restriction.
10. It shall be the responsibility of the kitchen staff to provide meals per dietary restrictions.

11. Food Services will substitute in whole or parts of meals for residents with restricted diets.
12. Substitutions and/or modified meals will meet USDA Guidelines.

See related protocols per facility.

---

Cheryl Rayl  
Director  
Residential Services

*residential/policies/kitchen – dietary – 10/12/01*



CIRCUIT COURT OF JACKSON COUNTY, MISSOURI  
FAMILY COURT DIVISION

**RESIDENTIAL SERVICES - OPERATIONAL RULE**

NUMBER: 400-709

ISSUED BY: Cheryl Rayl

EFFECTIVE DATE: 11/01/01

ISSUED  
BY: \_\_\_\_\_

DATE REVIEWED/REVISED: \_\_\_\_\_

ISSUED  
BY: \_\_\_\_\_

**TITLE: Residential - Residential Care – Youth - Grievance Procedures**

**Operational Rule:**

It is the Operational Rule of Residential Services that all youth have the right to grieve staff actions and also conditions or circumstances they think violate their rights or are unfair conditions. This system is necessary to ensure that residents are treated fairly, eliminate unsatisfactory conditions, and provide a mechanism to reduce tension.

**Procedures:**

1. Upon admission, each youth will be provided the guidelines regarding grievance procedures.
2. Each youth will be provided the guidelines regarding the chain of command in regard to the grievance procedure.
3. Youth are provided a resident grievance form when a youth requests one.
4. Youth do not have to provide a reason to staff for the request.
5. Staff cannot deny a youth's request for a grievance form.
6. Staff should provide the grievance form to the youth during the same shift it is requested.

See related protocol per facility.

---

Cheryl Rayl  
Director  
Residential Services



**CIRCUIT COURT OF JACKSON COUNTY, MISSOURI  
FAMILY COURT DIVISION**

**DETENTION CENTER – PROTOCOL**

**NUMBER:** 400-709-410-01

**EFFECTIVE DATE:** 11/30/04

**DATE REVIEWED/REVISED:**

**ISSUED BY:** Barry R. Latzman

**ISSUED BY:** Tina Douthet

**ISSUED**

**BY:** \_\_\_\_\_

**TITLE:** Youth Grievance Procedures

**Protocol:**

It is the Protocol of the Detention Center that all youth have the right to grieve staff actions as well as conditions or circumstances they think violate their rights or are unfair conditions. This system is necessary to ensure that residents are treated fairly, eliminate unsatisfactory conditions, and provide a mechanism to reduce tension.

**Procedures:**

1. Every effort should be made to address a resident's grievance informally without having to employ the official resident grievance procedure.
2. Residents have the right to file a formal grievance on any matter, no matter how menial it may seem to staff.
3. Residents will be offered a grievance every time they receive a consequence resulting in room confinement.
4. Residents will be given a grievance form anytime they so request.
5. Residents need not tell staff when requesting a grievance what the grievance is about.
6. Residents must always feel that there will be no retaliation on the part of any staff when they request or complete a grievance.
7. Grievance forms (attached) have several sections on it;
  - A. Every grievance form is double-sided.
  - B. On the front side is the actual area where the resident may write his/her grievance.
  - C. All grievances are sequentially numbered.
  - D. The form is kept in the Shift Supervisor's office in a notebook with the master list.

- E. When a grievance is given to a resident, it must be logged in the master log next to the appropriate grievance number.
  - F. All numbered grievances must be accounted for. If a resident is given a grievance and changes his/her mind, the top portion of the grievance (tear away part) is still placed in the Control Room lock box and the bottom portion directed to Detention management.
  - G. There is a tear-off section that contains the pre-printed grievance number and a space for the resident's name and date.
  - H. This section is to be torn off at the dotted line anytime a resident is offered a grievance.
  - I. That top section is to be placed in the Control Room lock box for review by Detention management.
  - J. The bottom section which contains the body of the grievance is to be retained on the Detention floor and addressed by the worker and/or supervisor whom the grievance is made against.
  - K. If the grievance is against living conditions or food services or any programming, that grievance is to be directed to Detention management (even grievances toward living conditions, etc. must have the top section torn off and placed in the Control Room lock box).
- 8. Grievances provide for a three-level tier of resolution;
    - A. Level I – directly with staff involved.
    - B. Level II – review by supervisory staff.
    - C. Level III – Detention management.
  - 9. If the grievance is against supervisory staff, the supervisor will attempt to resolve the matter with the resident and next step will be with Detention management.
  - 10. When a grievance is made against supervisory staff, that staff, upon receiving the grievance, will immediately notify the on-call manager of that grievance.
  - 11. If the grievance is made against Detention management, that grievance will be referred to the Director of Residential Services for resolution.
  - 12. When grievances are made regarding living conditions (food, cleanliness, supplies, etc.) that grievance is directed to Detention management who refers it to the appropriate Family Court service for response.

Again, the general rationale for the grievance procedure is to provide Detention residents an opportunity to have their concerns heard. It is our intent in Detention to provide a clean, healthy and positive environment to youth who, while in Detention, are treated with dignity, respect, and fairness.

---

Barry R. Latzman  
Superintendent  
Detention

---

Tina Douthet  
Asst. Superintendent  
Detention

Det/Policies/YouthGrievance Procedures

**RESIDENT GRIEVANCE**

**Grievance#** \_\_\_\_\_

Resident Name \_\_\_\_\_ Date/Time \_\_\_\_\_

You, as a Detention resident, have the right to grieve staff actions and also conditions or circumstances in Detention which you think violate your rights or are unfair conditions.

**Nature of Grievance.** Please include who or what upset you and also where and when it happened. If you run out of space continue to write on the back side of this page:

---



---



---



---



---



---



---



---

**1. Resident - Youth Advocate Meeting:**

Date: \_\_\_\_\_  
Time: \_\_\_\_\_

<p>Youth Advocate Comments:</p>
---------------------------------

Resolved	<input type="checkbox"/>
Unresolved	<input type="checkbox"/>
:	<input type="checkbox"/>
Appeal	<input type="checkbox"/>

Youth Advocate Signature: \_\_\_\_\_  
Resident Signature: \_\_\_\_\_

**2. Resident - Management Meeting:**

Date: \_\_\_\_\_  
Time: \_\_\_\_\_

<p>Management Comments:</p>
-----------------------------

Resolved	
Unresolved	
:	
Investigation	

Management  
 Signature: \_\_\_\_\_  
 Resident Signature: \_\_\_\_\_

**Jackson County Family Court  
 Juvenile Detention Center  
 Resident Contract**

I \_\_\_\_\_, acknowledge that the rules and regulations of the Detention Center have been explained to me. I do understand that I, alone, am responsible for knowing and complying with these terms. Infractions of these terms can be submitted to my Judge of record and if need be, additional charges can be filed.

I do hereby contractually agree to the following conditions:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

I understand that failure on my part regarding these conditions will subject me to in-house consequences. A written report will then be placed in my Detention file and also submitted to the Detention Superintendent for review.

Resident Signature: \_\_\_\_\_  
 Staff Signature: \_\_\_\_\_  
 Date: \_\_\_\_\_

## Chapter II

### Access to Telephone

#### **Introduction:**

*To maintain family ties and contact with attorneys, each juvenile shall have equal and adequate access to a telephone.*

#### **A. Upon Admission:**

At the time of admission, the Screening Unit will allow a juvenile to telephone (collect) either his or her natural parents, legal guardians, foster parents or custodians, and attorney immediately.

#### **B. Outgoing Calls:**

A juvenile may make local and collect calls to his natural parents, legal guardians, foster parents or custodians. Each youth has telephone privileges generally two times each week. The days of the calls are determined by the team the youth is assigned to. Due to the educational requirements of the residents, phone calls are limited during the school hours to emergency situations involving family members. Lawyer calls are not limited.

- 1. The Detention worker responsible for giving phone calls will use a resident Telephone Log sheet on which the phone number is listed. That worker will then dial the number and connect the youth with the approved party being called. The completion or non-completion of this call will be dated and initialed by the worker. Privacy will be given but supervision must be maintained during all phone calls.**
- 2. The duration and frequency of outgoing calls shall be limited to allowing all juveniles an opportunity to place calls (Three minutes is the time allowed for personal calls).**

#### **C. Incoming Calls:**

Juveniles may receive calls from Court workers, social workers, and lawyers during non-school hours and during school hours only when special circumstances exist, the Shift Supervisor will make the determination on social requests for visitation and phone calls. Phone calls may also be received at other appropriate times as structured by the Facility Program.

1. The Control Room worker receiving the call will refer appropriate calls to the floor.
2. Calls from parents, guardians, and other relatives should be referred to the Shift Supervisor for screening and scheduling.
3. Phone callers that are not known to the Shift Supervisors will be screened by a variety of checks and balances, including checking phone numbers in the telephone book, taking a phone number and calling back later, checking in the computer for accurate names, etc.

**D. Attorney Calls:**

Attorney/client communication is a priority issue and, therefore, every effort will be made to accommodate phone calls to and received from client/attorneys. Once a youth requests to telephone his or her attorney, every effort will be made to accommodate this request. Receiving phone calls from attorneys will be treated on a person-to-person phone call basis. Upon receiving the call from a youth's attorney, the Control Room worker will document the caller's name, number they are calling from and time of call. The worker will then radio the Detention floor, requesting the attorney's client be directed to a phone station. Once at this station, staff will contact the office of the attorney and allow the resident and attorney to talk.

**E. Recording Juvenile Telephone Calls:**

Where juvenile telephone calls are scheduled and supervised, a telephone log shall be established and maintained in the Telephone Log Book. All local or long distance telephone calls received or made by the juvenile shall be documented in this log, including date and time of the call, name and number of the juvenile making the call, the party and telephone number called, time call was completed and cost of the call if it was long distance, and the Youth worker monitoring the call must initial the log.

**F. Privacy:**

Residents are allowed a reasonable amount of privacy. Detention staff monitor the calling area for indications of abusive language, improper demeanor, etc.

## Summary of the 1995 Juvenile Crime Bill

The 1995 Juvenile Crime Bill is now a law which affects you.

1. Before the law, police could not take your fingerprints unless a Judge ordered it. This law now requires the police to fingerprint and photograph all juveniles who are charged with a felony. The law also requires the fingerprints and photographs to be kept in a central location to be retrieved when solving other crimes.
2. In the past, the public, including the press, could not attend your Court Hearings. The law now allows the public and press to attend your Court Hearings if you are charged with a Class A or B felony or have been found guilty in the past of two or more felonies.
3. In the past year, Court records were kept from being open to the public. This law now allows people such as the victims to be able to read your records.
4. This law changes the age from 14 to 12 who commits a felony can be certified as an adult.
5. Any aged child can be certified as an adult if charged with:

- 1<sup>st</sup> Degree Murder
- 2<sup>nd</sup> Degree Murder
- 1<sup>st</sup> Degree Assault
- Forcible Rape
- Forcible Sodomy
- 1<sup>st</sup> Degree Robbery
- Distribution of Drugs

6. You must have a Certification Hearing automatically if charged with:

- 1<sup>st</sup> Degree Murder
- 2<sup>nd</sup> Degree Murder
- 1<sup>st</sup> Degree Assault
- Forcible Rape
- Forcible Sodomy
- 1<sup>st</sup> Degree Robbery
- Distribution of Drugs

7. The law allows school boards to suspend students who are certified as adults and are charged in the adult system with a felony.
8. The law allows school suspensions to be extended from 90 days to 180 days maximum.
9. If you are certified, you remained certified as an adult for all future offense unless found not guilty in the Adult Court.

/jsz

- A. The amount of mail a juvenile may send or receive is unlimited. The Detention Center shall provide postage for parents, guardians, or attorneys for each juvenile.
- B. Juvenile letters: both incoming and outgoing, are not read by staff, except where clear evidence justifies such action. All letters and packages are opened in view of staff. If correspondence is read, the juvenile must be present when the letter is opened. If any contraband is found, the letter and its content should be directed to the Superintendent. If no contraband is found, the letter should be immediately given to the juvenile to read and then placed in their property bags. All incoming and outgoing letters and packages are processed and distributed within 24 hours of receipt (excluding weekends and holidays).
- C. Legal correspondence is never opened by staff.
- D. Juveniles are permitted to send sealed letters to specified persons and organizations, including, but not limited to:
  - 1. Court staff
  - 2. Court
  - 3. Counsel
- E. Cash, checks, or money orders removed from incoming mail shall be placed by the Shift Supervisor with the juveniles other secured property.
- F. Packages are subject to inspection upon receipt. Juveniles should be present during the inspection and notified of any items withheld from them and the action should be recorded on the juvenile's property inventory sheet.
- G. A released or transferred juvenile shall be permitted to take all personal mail. Additional mail received should be forward by the Detention Control Room staff unopened. If no forwarding address is available, mail should be returned, unopened, to the sender or Post Office within 24 hours, excluding weekends and holidays.
- H. Magazines, Newspapers, and Periodicals:
  - 1. The Detention Superintendent encourages appropriate publications through donations and budget requests. Appropriate materials include, but are not limited to: National Geographic, Sports magazines, Time magazine, News Week magazine, News and World Report magazine, Life magazine, Ebony magazine, Jet magazine, Reader's Digest magazine, etc.
- I. Restricted Magazines, Newspapers, or Periodicals:
  - 1. The Detention Superintendent shall retain any material meeting any of the following criteria:
    - a. Instructions for the manufacturing of explosives, drugs, or unlawful substances.
    - b. Material advocating violence within the Detention Center.
    - c. Material advocating racial, religious, or national hatred.
    - d. Material which encourages sexual behavior, which is criminal and/or violates Detention rules.



**Jackson County Family Court  
Detention Facility**

**Resident Contract**

I \_\_\_\_\_, acknowledge that the rules and regulations of the Detention Center have been explained to me. I do understand that, I alone, am responsible for knowing and complying with these terms. Infractions of these terms can be submitted to my Judge of record and if need be, additional charges can be filed.

I do hereby contractually agree to the following conditions:

1. \_\_\_\_\_.
2. \_\_\_\_\_.
3. \_\_\_\_\_.
4. \_\_\_\_\_.
5. \_\_\_\_\_.

Failure on my part regarding these conditions will subject me to in-house consequences. A written report will then be placed in my Detention file and also submitted to the Detention Superintendent for review.

Resident Signature \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_

Date \_\_\_\_\_