

ORIENTATION HANDBOOK



JUVENILE DETENTION And YOUTH SERVICES CENTER

Revised 8/2/2010

Bernalillo County Youth Services Center

MISSION STATEMENT

The mission of Bernalillo County Youth Services Center is to protect the community from those youth placed in our custody in a safe, secure, and humane environment in accordance with the principles of Direct Supervision and Standards of the American Correctional Association. The Bernalillo County Youth Services Center is committed to creating and maintaining alternatives to detention through Community Supervision Programs that promote education, healthy lifestyles, and positive choices for youth and their families.

BCYSC is operated by Bernalillo County and is under the direction Mr. Tom Swisstack. BCYSC's management team consists of the following members:

Mr. Tom Swisstack	Director
Mr. Art Murphy	Assistant Director of Operations
Ms. Linda Matteucci	Assistant Director of Administration
Mr. Doug Mitchell	JDAI Coordinator
Mr. Gilbert Romero	Program Manager, Operations
Ms. Cookie Norris	Program Manager, Operations
Ms. Leslie Jiron	Program Manager, Community Custody and Youth Reporting Center
Mr. Mark Portillos	Program Manager, Intake-Transport-Master Control
Mr. Chris Sanchez	Program Manager, Safety-Quality Control
Mr. Jose Munoz	Training Manager
Ms. Cathi Yarmey-Legg	Nurse Manager
Ms. Linda Smith, Phd.	Behavioral Services Manager
Ms. Nicol Moreland, Phd.	Statistician
Ms. Dominique Velasquez	Financial Administrator
Ms. Adele Evans	APS, Principal
Mr. Eddie Baca	Community Service Projects Coordinator

INTRODUCTION

This booklet will give you information about what you can expect while you are detained at the Bernalillo County Youth Services Center.

As a resident, some things are expected of you. You will find there are rules, regulations and responsibilities that you will follow and in the process you will earn privileges. Should you decide not to follow the rules, your privileges will be taken away.

As a facility, we work under a guiding principle called Direct Supervision. What this basically means is that staff will interact with you to provide a safe and secure environment during your stay.

<u>TABLE OF CONTENTS</u>	<u>Pgs.</u>
Mission Statement & Management Team	2
Introduction	3
Intake Process	4
Facility Services	
a. Medical/Dental	5
b. Mental Health, Substance Abuse Counseling Art Therapy, Ropes Course	6, 7
c. Anger Management, Choices, Pet Therapy Religious Services, Parenting Classes	8, 9
d. Education	9
e. Juvenile Probation/Public Defender-Attorney, After Release Services	10, 11
Resident Rights & Well Being	12
Rules & Responsibilities of Residents	13, 14
Unit Life/Rules	13
a. Phone Use	13, 14
b. Mail and Daily Schedule	14, 15
c. Visitation	16
Level System	17
a. Level Privileges	18
b. Commissary Procedure	19
Behavior Modification System	20
a. Behavior Modification Codes	21
b. Rule Violation Consequences	22
c. Off-Privileges (OP)	23
Grievance/Complaints Process & Procedures	24

Revised 10/2007

ADMISSION AND ORIENTATION

What happens to my personal property?

Any personal property you may have such as jewelry and money will be listed on a property sheet during intake. Your parent(s) or legal guardian may take your valuables home if you agree. Your clothing and money less than \$5.00 will be stored in a bin at Intake and secured until you are released. Money (\$5.00 or more) will be deposited in the bank and upon release a check will be issued. If you need shoes brought in, they may not exceed \$50.00 in value. New shoes must have a store receipt. Shoes may be brought in due to medical needs or if your current shoes are not appropriate for detention. Shoes may only be all black or all white with the same color laces. Generally you will be required to wear flip-flops while on your assigned unit. The flip flops are part of your clothing issue.

Why do I have to talk to a nurse?

You will be asked different questions about your physical and mental health. All of the questions and information that you provide to the nurses are held in strict confidence based upon HIPAA law. Your answers, questions, concerns or identified issues may only be shared with those persons that are allowed by law to see such information. You have to give your written consent for any other individual to see your confidential information. The intent and purpose of the medical screening and questions is to identify any medical problems, needs or issues that we may assist you with during your stay here at BCYSC, and to help you learn how to care for yourself in a healthier life style.

Why do I have to be searched?

BCYSC is a secured facility. Our purpose is to keep you, other residents, and the community safe. We pat search and conduct a clothing search of each person booked and detained in a housing unit so we can be sure there is no contraband coming into the facility. Contraband is anything that is not given to you by the facility and/or may be against the law for you to have in your possession. Strip searches may be conducted on residents who have certain types of charges.

Why do I have to take a shower?

You will have to shower during the intake process, then daily. In addition, the Medical staff may identify that you may need a special shampoo that will kill body, head or crab lice. This procedure is important for everyone's health and safety, especially yours.

Where will I sleep and live while I am detained?

You will be assigned a unit according to your gender. You will be assigned a room where you will sleep. You will be issued clothing, linen, and some hygiene items.

Facility Services

Medical Services

Medical services are available to all residents. The Medical Department Nurses are available everyday of the week, including week ends. The Medical Doctor, Mental Health Doctors, Physician Assistant, Dental Hygienist, and Dentist (known as the Medical Providers) have clinics throughout the week that you may utilize. The nurses may choose to have you seen by one of the BCYSC Medical Providers if they feel it necessary, or you may request to see one of them should you feel it necessary.

You may request to see a nurse by filling out a "sick call slip" and putting it in the nurses' box located in your unit. The nurses will collect, evaluate and respond to the "sick call slips" daily with the morning and evening medication passes. Please remember that if you want to talk to a nurse about a non-emergent issue, concern or problem, these slips must be filled out. Should you have a medical issue or problem throughout the day that you feel can not wait until the next "sick call slip" collection, you can also ask staff to call/page the Nurse. Again, all of your requests etc. are held in confidence in accordance with HIPAA Laws. There may be times when communication of an issue or problem with the BCYSC Staff may be required should a specific medical need be identified. For Example: if you are allergic to peanuts, a dietary need form will be sent to the kitchen identifying this, and an alert will be sent to the unit staff as well.

The medications prescribed by your Personal Doctor, Dentist or Mental Healthcare Provider will be continued while you are detained here at BCYSC after the original prescription bottle has been brought in to the Nurses, the prescription has been verified, and the BCYSC Medical or Mental Health Providers have ordered that the medication be continued.

If the required medical service or testing is not available at BCYSC provisions will be made to meet your medical or dental needs.



Dental Services

Dental services are available to all eligible residents. You may request to see the dentist the same way you ask to see the nurse. If you have a dental urgency / emergency you will be referred to the BCYSC Dental Services regardless of eligibility by the Nurses.



Mental Health

The Social Workers/Counselors are here to help you adjust to the facility while you are detained. Some of the ways we help you adjust are by providing individual counseling, group counseling, and when necessary family counseling. You can contact a Social Worker/Counselor by filling out a Social Worker/Counselor slip and placing it in the Social Worker box located in your unit. You can also ask staff to call/page a Social Worker/Counselor if your need is urgent.



Substance Abuse Counseling

AYUDA-Assisting Youth Using Drugs/Alcohol

Residents who feel that alcohol/drugs are interfering with their daily living may request to participate in the AYUDA program. The program provides individual & group counseling on a weekly basis. Programs with a recovery focus include Art Therapy and Ropes Course. AYUDA Counselors are able to provide outpatient

services free of charge for the 1st year. Community resources will be provided upon request. A Judge, Detention Hearing Officer, Public Defender, Attorney, or Probation Officer may request AYUDA to conduct a Substance Abuse Assessment. This will help in providing information for the release or placement process.

Art Therapy

Art Therapists are available. You can ask to see an Art Therapist by putting in a request to the Social Worker/Counselor or Substance Abuse counselor. Art Therapy availability may vary.



Ropes Course

The Ropes Course is a high energy, high adventure activity that offers the opportunity to develop trust, increase self-confidence and engage in team building. Activities include interaction games, low and high climbing elements. You are required to wear a helmet and harness when participating in climbing activities. Physical abilities, problem solving and listening skills are a part of finding success on the Ropes Course. The program is lead by instructors from the community along with a Substance Abuse counselor. You will be expected to comply with their rules for safety and respect as well as BCYSC rules. Your behavior within the facility will be evaluated for program participation.



Art Therapy and Ropes Course are for residents in the Substance Abuse program

Other Groups/Therapy

These groups or programs are available to all residents regardless of membership in Substance Abuse.

Anger Management

Anger Management is a weekly group for boys. The group will help you figure out ways to manage anger in a non-violent way. If you are interested in the group, place a slip in the Social Worker box.

Choices

'Choices' is a weekly group for girls, only. The group deals with issues important to girls and their lives. Topics include health, relationships, family, anger, domestic violence, etc. Place a slip in the Social Worker box if you are interested in the group.

Pet Therapy

Pet Therapy dogs come to the facility 1-2 times a week. Ownership classes are presented on the units. The presentation and activity lasts 1-1.5 hours. Companion visits are offered in the afternoons. These visits last 10-20 minutes. Staff will come by your unit and ask if you are interested in attending. The times and days may vary. Volunteers provide Pet Therapy. Be sure to thank them for bringing their dogs.



Religious Services

Religious services are conducted throughout the week. You may attend, or if you are on Off Privilege status you may request to speak to the church facilitator once the service is completed.

Parenting Classes

You may attend Parenting Classes if you have a child or are expecting a child. Different parenting topics are discussed. Please put a slip in the Social Worker box on your unit if you wish to attend. Classes are held once a week. You can visit with your child every other week. The time and day of the week of Parenting Visits will be posted on the units. You must have attended 2 Parenting Classes in a row and not be on OP the night of the visit in order to get the visit. The final decision to allow a parenting visit is left to the discretion of the Program Manager based on the nature of the OP. You cannot attend the Parenting Class if you are on OP at the time of the meeting.

Education Is Provided by Albuquerque Public Schools

Each resident is expected and required to go to school unless they have graduated or have a GED. If you are working on your GED the school program will help you to achieve this goal. After your 5th day you will be tested on reading and math levels to best help you. You will receive school or attendance credit depending how long you attend. The rules of the facility are extended into the classroom. Reports cards are used to tell the units how you have done in school daily. Failure to follow class rules will result in progressive discipline:

If you do your work and behave correctly you will get a plus "+" for each class.

If you don't do your work or misbehave, you will get a negative "-" for each class.

- 1 negative = no other penalty
- 2 negatives = no other penalty
- 3 negatives =
 - a) Go back to unit for an hour time out
 - b) Minor check
 - c) OP of the incident is severe enough

Time outs in school and sending students back to the unit are also used to hold you accountable for misbehavior:

1. Line time in the school (10) minutes = no other penalty
2. Removed to unit for remaining of class = 1 negative

Teachers have the choice of giving you negatives, timeouts, or OP. The number of negatives you get in a day of school may affect your level status on the unit. (See more about minors and majors in the behavior modification section.)

APS staff can go directly to OP if there is major issue.

IMPORTANT:

You must request a transcript from BCYSC/APS School to be sent to the school you will be registering at when you leave BCYSC.



Juvenile Probation Officer/Public Defender/Attorney

These services are provided by the Juvenile Justice System and not by the Bernalillo County Youth Services Center. Please contact Children Youth & Families Department, Juvenile Probation Officer or the Public Defender's Office or any information you may need about your case. You may ask staff for the telephone number to these offices.



Services After Release

CCP/YRC

Community Custody Program and the Youth Reporting Center are programs that BCYSC provides for residents after release. A judge could order attendance to the program while a youth awaits court. Some residents must participate in CCP or YRC as a part of their release conditions.



CCMHC

Children's Community Mental Health Clinic is a licensed mental health clinic serving children, adolescents and their families. CCMHC is also a certified site to provide case management services. At CCMHC we believe, "Today's strengths make tomorrow's dreams come true". The clinic's approach is strengths-based, family friendly and encourages personal empowerment of clients and their families.



The clinic accepts referrals from the community. CCMHC provides a continuum of services including child and adolescent psychiatric evaluations, medication management, comprehensive psychological evaluations, assessments of mental health needs, counseling, case management, case care coordination and crisis intervention. Clinicians within the clinic are Board Licensed Child and Adolescent Psychiatrists, licensed mental health and social work professionals, and case managers with specialized training.

Resident Rights & Well Being

Each resident has the right to:

1. Be free from discrimination based upon your race, religion, national origin, gender, sexual preference or physical impairments.
2. Be protected against physical, mental and emotional abuse and/or harassment
3. Live in a clean, well-ordered environment.
4. Wear clean clothes.
5. Practice religious beliefs. Also, the right to or not to participate in religious services or programs that are not of your beliefs.
6. Receive mental health services from a Social Worker, Counselor or Psychiatrist as necessary.
7. Receive three well balanced meals a day.
8. Receive items of hygiene such as shampoo, comb, brush, pick, toothbrush, toothpaste, soap and lotion.
9. Receive medical or dental attention as necessary.
10. Participate in education programs and work assignments.
11. Grieve the violation of any rights with out reprisals.
12. See resident rules upon request.
13. Call your attorney and/or probation officer.
14. Have your hair cut, if you wish.

RULES AND RESPONSIBILITIES OF RESIDENTS

1. You must follow staff instructions.
2. No sexual contact with other residents or staff is allowed.
3. You are not allowed to promote drug use or drug culture. This includes art, war stories, or use of non-medical issued drugs while in detention.
4. You are not allowed to be involved in any gang activity (gang signs, gang talk, gang writing, sagging, mad dogging or any other gang references. This includes incoming and outgoing mail). There is Zero tolerance for any gang enhancement.
5. Fighting or striking another resident or staff is not allowed. This will result in additional charges.
6. No Talking
 - A. While on your line.
 - B. During any line movement.
 - C. Or, as directed by staff.
7. No talking or planning with others to escape.
8. No crossing of red lines without permission.
9. No gambling.
10. No stealing.
11. No passing notes.
12. No cursing or use of obscene language or gestures.
13. Keep your hands behind your back during line movement and/or during line time.
14. Male residents must have their shirts tucked in at all times.
15. You must treat others with respect.
16. When addressing staff you address them respectfully. For example, sir, ma'am, miss or by their name.
17. You will be issued a pair of flip-flops.
18. You are to wear your own shoes only when you are off the units. Shoes must be tennis or soft shoes (no metal). No boots are allowed.
19. Your shoes and flip-flops must be neatly placed outside of your room. Shoes are never to be worn in your room.
20. You are responsible for any damage done to the facility. You will be charged with vandalism and/or criminal damage to property. You may be required to repair or pay for damages.

RULES AND RESPONSIBILITIES OF RESIDENTS

Continued

21. You are responsible for returning detention center property including books, magazines, bedding and clothing. You may keep your comb/brush, toothbrush, arts & crafts projects, and flip-flops.
22. You are allowed only in your assigned room.
23. Residents are not allowed in the staff Officer Station.
24. You are not to look into other windows, for example in the school or units, etc.
25. Never participate in horseplay.
26. You must comply with medical orders.
27. You must wash your hands frequently throughout the day with soap and water. Make sure you wash for at least 30 seconds each time. We want to keep everyone well and clean hands help a lot!
28. Shower shoes may be worn off the unit at the direction of Facility Administration.
29. You are required to look presentable at court appearances.

UNIT RULES

Day Room/Unit

1. No feet on walls or furniture.
2. Once seated, you must ask permission to get up.
3. No leaning furniture back.
4. No inappropriate touching.
5. No saving seats.



Room/Locker Condition

1. Your room should be kept neat and orderly.
2. You are not to have food in your room.
3. You may have total of (3) articles of reading material in your room including a bible.
4. Your locker should be kept neat and orderly. If you have too many items in your locker, such as letters or arts and crafts, you will have to put these items in storage with your personal belongings. No food is allowed in your locker without staff permission. Food left over from another shift becomes minor contraband.
5. Excessive property may be sent home.



Bathroom/Showers

1. You must take a shower daily or when asked to do so.
2. There is no talking while in the bathroom.
3. You are responsible to keep the bathroom clean and pick up after yourself.
4. You must brush your teeth after every meal.
5. Only one resident allowed in the bathroom at a time. The exception is during showers and hygiene when staff is present.
6. You must ask for permission each time you wish to enter the bathroom.
7. You are expected to wash your hands with soap and water for at least 30 seconds after every contact or use of the bathroom.

Dining Room

1. No talking unless you are given permission.
2. Do not exchange or give away food without permission from staff.
3. Return all eating utensils to staff.
4. Gambling and intimidation for food is not allowed.



Recreation

Each unit has a scheduled time for recreation. Everyone must participate in gym, unless medically excused in writing by the medical department. When you attend recreation, you must follow these rules:

1. No slam dunking, hanging on the net or rim.
2. No spitting on the gym floor, walls, or water fountain.
3. No writing or scratching on gym walls, doors and equipment.
4. No feet on the walls.

5. Put away all equipment when finished.
6. No sweatshirts are to be worn in gym unless permitted by staff.
7. Recreation Coordinator may have other rules. Please pay attention.



Telephone Rules

When you arrive on the unit, you will be allowed to make up to (3) phone calls.

1. Parent(s) and/or guardian.
2. Juvenile Probation Officer.
3. Attorney.
4. An exception will be made for your employer if you have a job.

Your intake call should be used to inform your parents/guardians of the following:

1. Visitation schedule and unit assignment.
2. Ask to have your phone block removed (if you have one) so that you can call home on the collect phones.

If you have made 3 good days (*) you will be allowed to use the collect phones at designated times during the day. Your calls may be limited to 10 minutes. You may not make personal calls if you are on Off Privileges or if you have a history of abusing the telephone privileges. (*) See Level System section



Mail Procedures

If you want to write letters, pens, pencils and paper will be provided to you. Letters will be mailed by the Detention Center. Our mailing address is:

BCJDYSC
Your Name
Your Unit
5100 2nd street NW
Albuquerque, NM 87107

No mail will be sent or delivered on weekend or holidays.
Mail is delivered **AFTER 4:00 pm** Monday - Friday.

You cannot send or receive mail from any other correctional or treatment facility unless your Program Manager has approved it. Program Managers can approve exceptions for incarcerated parents or family.

Out going mail must have a return address. See the sample below:

BCYSC 40RS
Your Name
Your Unit
5100 2nd street NW
Albuquerque, NM 87107



Residents from the Regional Unit do not use the 40RS code.

DAILY SCHEDULE

	Wake up call	Showers	Evening Clean up	Bedtime
Weekday	6:15am	8-9:00pm	9-9:30pm	9:30pm
Weekend	6:30am	8-9:00pm	9-9:30pm	9:30pm

Clean up is done nightly from 9:00pm - 9:30pm. All residents will be locked down by 9:30pm.

Visitation

Each unit is assigned a weekday evening for visitation by parents/guardians, grandparents. If you have a legal spouse you must have the appropriate documentation and prior approval before the visit.

Physical contact with family visitors must be appropriate and brief and only at the beginning and end of the visit.

You may not receive anything from visitors. You must get permission from your staff before your family can bring Super Honor Clothing. Super Honor clothing and unopened packages of handkerchiefs for Pano art must be left in lockers upon entering the building. Permission is not required for visitors to bring handkerchiefs. You need to inform unit staff that your parents have brought additional property during visitation. Unit Staff will bring property to the units following the family visit.

All incoming items will be searched.

Visitors may be subject to search. Charges will be filed against visitors who are found to have introduced contraband into the facility. Visitors must adhere to a dress code. It is posted at visitor entrances.

Please be aware that your visits may be suspended if rules have been violated or there is suspicion of a rule violation. An investigation will take place if there is a violation. You will be notified of the outcome.

WE RESERVE THE RIGHT TO REFUSE ADMITTANCE TO ANYONE.

Unit visits are 7pm to 8pm one day a week. Ask Unit staff for your unit's visitation day.

NOTE: All incoming property will be received only during visitation. Program Managers must approve any exceptions prior to the visit.



Level System

The Behavior Modification Tool is administered with 4 levels.

Level 0 - This level applies to residents until orientation has been completed. Residents must read the orientation book (or have the book read to them if they cannot read). Residents must take and pass the orientation quiz before moving to level 1.

Level 1 - Residents must satisfactorily complete (5) days of acceptable behavior (Good Days) and complete a work detail on every shift (excluding the 10-6 shift) to reach Level 2. Level 2 is granted on day 6. Progress is monitored on the Behavioral Modification Sheet, which is posted in the dayroom of each unit. Residents can review progress daily with visual access to the sheet.

Level 2 - Honors residents must satisfactorily complete (15) days of acceptable behavior (Good Days) including a work detail on every shift (excluding the 10pm to 6am shift) to reach level 3. Level 3 is granted on day 21.

Level 3 - Super Honors residents must maintain acceptable behavior and complete a work detail on every shift (excluding the 10pm to 6am shift) to maintain this level.

NOTE* Residents are responsible to ask for a work detail if no job is assigned to them. The resident shall be given credit for having done a work detail should no work detail be granted. If no work detail is assigned and the resident did **NOT** ask for work detail, a good day shall **NOT** be granted.

Level Privileges

- Level 0 - No Privileges
- Level 1 - May use collect phone once you reach your 3rd good day in a row.
- Level 2 - May receive Commissary on Saturday.
(Honors) May keep two photographs in your room. Staff must approve photos. (Polaroid's are not allowed). The pictures may not be display on your windowsill or taped to the walls. Staff will provide poster board for your pictures.
Phone calls on collect phone.
- Level 3 - May receive Commissary on Saturday.
(Super Honors) May wear their approved personal clothing.
May receive (1) special visit with immediate family members per month. (Must earn Super Honors and keep it for 30 days to get the first visit.)
May keep as many photographs in your room as will fit on poster board, as explained for Level 2. All picture rules still apply as for Level 2.
Phone calls on collect phone.
Will receive a pizza once a month on Saturday (as soon as Super Honors has been earned).
May play video games (Play station).
Super Honors shoes/clothing will be accepted on visiting days only. (Any other shoe exchange must be approved by Program Manager or Medical.)

NOTE: All incoming property will be received only during visitation. Program Managers must approve any exceptions prior to the visit.

BCYSC COMMISSARY PROCEDURE

1. Residents holding the status of Honors or Super Honors are eligible to participate in the BCJDYSC Commissary Program.
2. Residents who choose to participate shall receive commissary each week on Saturday evenings for as long as they hold their Honors or Super Honors status.
3. Residents who lose their Honors or Super Honors status are no longer eligible to participate in the Commissary Program until they earn the Honors level again.
4. Commissary will be issued on Saturday evenings and each resident must finish all food and drink during the evening program. NO FOOD or DRINK item will be taken back to the units. All items that have not been consumed either in whole or in part will be returned to the Commissary Program Coordinator on Saturday evening prior to returning to the units.
5. Residents will sign a list to confirm that they received their commissary.
6. Super Honors receiving a pizza will sign a list to confirm they received their pizza.
7. There is no cost to the resident or his/her family to participate in the program: residents need only attain the level of Honors or Super Honors to participate.

Each Saturday evening a movie may be set up in the Cafeteria. Staff will provide Honor and Super Honor Residents with commissary. BCYSC is providing the commissary to the residents as an incentive toward and for their good behavior. Commissary is a privilege, not a right.

Behavior Modification System

The Behavior Modification System is a program designed to motivate residents to do well while in custody. The Behavior Modification Sheet is updated by the 10-6 shift nightly. Unit Staff will review your behavior progress with you every Wednesday, during Day or evening shift.

If you receive a minor, you will not be penalized. If you receive (2) minors in one day you will automatically drop 1 level. If you receive a major on any shift, you will automatically drop 1 level, as two minors = 1 major. (Super Honors would drop to Honors, Day 6. Honors would drop to L1, day 1.)

If you receive OP (Off Privileges) you will automatically drop to Level 1, Day 1.

Resident Behavior is evaluated and documented as follows:

1. 1 Time Outs = no other penalty
2. 2 Time Outs = Minor, no other penalty
3. 1 Minor = no other penalty
4. 2 Minors = 1 Major and 1 Level Reduction
5. 1 Major = 1 Level Reduction (start on Level 2, Day 6 if you drop from Super Honors, or Level 1 Day 1 if you drop from Honors.)
6. OP = Level reduction to level 1.

Once OP is complete you start back at day 1.

Please check the education section for how discipline and behavior is addressed in the school program. It does over lap with the rules above.

Note: BCYSC staff may notify your JPPO if you consistently violate the rules. Additional charges may be filed if you injure another person or damage property while you are in our custody.

Behavior Modification Codes

1. Not following staff instruction/slow response to directives
2. Line Movement
3. Disrespectful/foul language
4. Horseplay
5. Room condition
6. Manipulation - staff/others
7. School behavior
8. Intimidating/threatening violence
9. Out of assigned area
10. Gang enhancement
11. Destruction of property
12. Unauthorized contact
13. Unauthorized talking
14. Other

Rule Violation Consequences

Disciplinary action is earned when residents do not comply with facility rules. Staff may issue several forms of disciplinary action:

1. Verbal Warning
2. Minor or Major for the shift
3. Line Time (5 to 59 minutes)
4. Off Privileges (2 to 72 Hours)
5. Restricted Program

You will be advised within (1) hour of an incident if staff determines that OP (Off Privileges) is necessary. You will be allowed to read and sign the OP paperwork. Signing your OP does not mean that you agree or disagree with the OP. It simply means that you have read it. You may write your comments in the section where you sign. You may write a grievance at any time after you are served with OP paperwork. Grievances are not to be completed on the 10-6 shift.

Staff may reduce or cut your OP time through the use of a Behavior Contract, after a 24-hour review, by allowing you to participate in the Facility Service Program, or based on grievance findings in your favor. The Facility Service Program is designed to help keep the facility clean and in good repair. Program

times vary. The amount of work you do determines how much OP time you can work off. OP earned for Serious or Violent Behaviors may not be worked off. OP time is calculated at (14) hours per day, starting at 7:00am and ending at 9:00pm. School OP may be served as straight time, which means the OP is counted from the time it is issued with no break after 9:00pm. Residents who received OP of 36 hours or less may be allowed to attend school, but serve their OP from 3:00pm to 9:00pm.

Restricted/Limited Programs may be used in lieu of OP if the resident is continually non-compliant and/or exhibits violent behaviors. The Program Manager in charge will make this decision.

You may be confined to your room for (23) hours per day while you are on Off Privileges. You will be allowed at least (1) hour of large muscle activity per day. You will eat all meals in your room unless told otherwise. You will not be allowed to make personal phone calls with the exception of your Attorney and JPPO. Visitation will be allowed as long as you have not displayed behavior this is disruptive or threatening the safety and security of yourself or others. The final decision for visitation while on OP lies with the Program Manager.

BERNALILLO COUNTY JUVENILE DETENTION AND YOUTH SERVICES

CENTER

REPORT OF ROOM RESTRICTION

Resident's Name: _____ Date: _____
 Time of Incident: _____ Location: _____
 Beginning Time of Confinement: _____ Date: _____
 Scheduled Time of Release: _____ Date: _____

REASON FOR CONFINEMENT HOURS

MAJOR OFFENSES:

BATTERY ON A STAFF or RESIDENT.....	72
ESCAPE; THREATENING or ATTEMPTED.....	72
ATTEMPTING TO or INCITING A RIOT.....	72
SEXUAL ASSAULT or CONSENTED ACTS.....	72
CONSPIRACY TO COMMIT MAJOR RULE VIOLATION, BY SELF OR WITH OTHERS.....	72
POSSESSION OF CONTRABAND (A) MAJOR: That which can cause injury to staff, self, and others or allow for escape: (I.E., drugs, matches, weapons, etc.).....	72
(B) MINOR: Items not permitted without prior staff approval. (i.e., pencils, pens, extra clothing, etc.).....	8
SPITTING ON ANY ONE.....	72
INTIMIDATING/THREATENING VIOLENCE.....	36
GANG or DRUG ENHANCEMENT (ZERO TOLERANCE) GANG: (Recruiting, signing, sagging, gang logo, nick names, graffiti, etc) DRUG: (Non-therapeutic discussions or artwork, graffiti, etc.).....	36
NEW TATTOOS/PIERCING, TATTOOING/PIERCING OTHERS.....	36
UNAUTHORIZED CONTACT (Hugging, high-five, handshakes or any unauthorized touching).....	24
STEALING, GAMBLING, MAIL REGULATION VIOLATION.....	24
NOT FOLLOWING STAFF INSTRUCTIONS... * (MAJOR)*.....	24
DESTRUCTION OF PROPERTY.....	24
OTHER.....	

MINOR OFFENSES:

NOT FOLLOWING STAFF INSTRUCTIONS ... *(MINOR)*.....	12
VERBAL ABUSE; DISRESPECT TOWARDS OTHERS.....	12
PROVOKING OTHERS.....	6
MANIPULATION, SPLITTING STAFF OR LYING.....	6
DISRESPECTFUL OR OBSCENE GESTURES.....	4
OUT OF ASSIGNED AREA.....	4
UNAUTHORIZED USE OF THE PHONE.....	2
HORSEPLAY.....	2
DISORDERLY OR LOUD LINE MOVEMENT.....	2
USE OF FOUL LANGUAGE.....	2
FAILURE TO MAINTAIN PROPER LIVING CONDITION.....	2
PASSING NOTES.....	2
SLOW RESPONSE AFTER DIRECTIVE WAS GIVEN.....	2
OTHER.....	

*ADDITIONAL CHARGES MAY BE FILED

TOTAL _____

OP IS SERVED DURING DAYTIME HOURS ONLY. SCHOOL OP MAY BE SERVED AS STRAIGHT TIME.

RESIDENTS WILL RETURN TO LEVEL I WHEN OP'ED

INFORMATION REPORT SUBMITTED BY
9/07 ATTACH A COPY TO THE INFORMATION REPORT

PM/ YPO II/III LEAD
WHITE/ORIGINAL, YELLOW/RESIDENT FILE

Grievance Procedures

You may file a grievance if you disagree with disciplinary action (OP) or if you have a complaint regarding your treatment or conditions while housed at this facility. Grievance forms are available on the unit. Once the form is completed, place it in the Grievance box also located on the unit. The grievance should be filled out on the same shift you feel you were wronged or treated unfairly. However you may fill out a Grievance at any time before or after the 10-6 shift.

When you file a grievance, you have the right to represent yourself or to ask a staff member to represent you to tell your side of the story. If you want a staff member to represent you, you may ask someone or request the staff member identified at the bottom of your Grievance Form.

Every attempt will be made to hear your grievance the same day you write it. It must be heard no later than 24 hours after the grievance is filed. An impartial Youth Program Officer II/III (YPO II/III) or Program Manager will hear your grievance.

You will be notified of the decision as soon as it is made. Based on the facts and evidence determined by the YPO II/III or Program Manager hearing the case, one of the following actions can occur:

1. Disciplinary Actions:

- a. The disciplinary action is upheld;
- b. The disciplinary action is modified, as determined by the hearing officer;
- c. The disciplinary action is overturned and all sanctions are dropped. The Incident report is removed from your file.

2. Complaints:

- a. The complaint is found to be without merit and is dismissed;
- b. The complaint is found with merit and follow-up action is initiated to correct the issue;
- c. The complaint is found with merit, but must require further investigation and fact-finding. You will be informed of such necessary action.

You will comply with all disciplinary actions while your grievance is being heard.

The hearing officer may find the grievance in your favor. Your privileges will be restored, room restriction ends, and good days will be restored.

The hearing officer may decide to modify the disciplinary actions by reducing the amount of time you are on OP.

The hearing officer may uphold the OP and all time issued shall be served.

You may appeal to the next level, which may be a Program Manager or the Assistant Director, if you are not satisfied with the decision of the hearing officer.