



**Juvenile
Detention
Center
Parent
Information
Handbook**

MISSION STATEMENT

Polk County Juvenile Detention Center will provide safe and secure detention care for juveniles who require custody pending disposition and placement. Our purpose is to emphasize educational services, personal responsibility, accountability, and respect for self and others.

ORIENTATION

When your son or daughter is admitted to the detention center the following will happen:

1. They will shower and their clothing and other personal items will be inventoried and placed in a personal property bag. Money will be documented and placed in a secured area. If he/she is wearing tennis shoes, they will be allowed to keep them. Clean underwear, t-shirt, socks and a blue jumpsuit will be issued; females will also be issued a bra.
2. The youth will then be escorted to one of three wings and assigned a room.
3. He/she will be given a Juvenile Handbook and the basic rules and expectations will be explained to him/her. There will be an opportunity for your son or daughter to ask questions.
4. A Youth Service Worker will be assigned to work with your son or daughter to develop an individualized care plan. The Youth Service Worker will serve as

your child's advocate while he/she is a resident at the detention center.

5. The nurse and doctor will see your child at the earliest possible time to receive a physical and assessment of medical needs.
6. He/she will then join the group for regular activities.

VISITATION

Each juvenile is allowed one (1) thirty minute visit a day. Visits are limited only by staff demands and the availability of visiting facilities and as specifically regulated by the court. The only other limitations are strictly related to security issues. Staff will ensure your privacy is maintained within reasonable restrictions as dictated by the security needs of the center.

You must present a valid form of picture I.D. (i.e. current driver's license, current DOT issued I.D, etc.) at the time of your visit. For children 13-17 years of age this may be a current academic school year I.D.

AUTHORIZED VISITORS

Immediate family is defined as parents, step-parents, grandparents and siblings. We will allow step-grandparents, stepbrothers, stepsisters, half-brother, half-sister, and legal guardians to visit also. The parent (s) or guardian must accompany siblings up to the age of 19 and all visitors age thirteen (13) or over will be asked to produce valid photo identification. Siblings living with a

parent or guardian will be permitted to visit. Other siblings must be approved by Juvenile Court Officers prior to visiting. A Team Leader will contact the Juvenile Court Officer for permission. If youth has a biological child, that child may come with the youth's parent or guardian only.

A maximum of three (3) visitors will be allowed to visit a juvenile at one time.

Visits are to be scheduled in advance.

You must call between 7:00am – 5:00pm

Weekday visits.

And 7:00am – noon on Weekends

VISITING HOURS

- **All Visitors must sign in 15 minutes prior to the start of visits.**
- **Weekday Visits**
- 6:00pm-6:30pm and 6:45-7:15pm
The first time slot will be filled prior to using the second time slot.
- **Weekend Visits**
- 1:00pm-1:30pm and 1:45pm-2:15pm
Note: The first time slot will be filled prior to using the second time slot.
- **Holidays (Thanksgiving and Day After, Christmas Eve and Christmas Day) 9:00am-9:30am, 6:00pm-6:30pm and 6:45pm-7:15pm.**

Note: Parents can choose the morning or afternoon time slot (but not both) and the first time slot will be filled prior to using the second time slot.

- Attorney, juvenile court officer, social worker, clergy, and mentors will not be denied access to his/her client. These visits are not to be limited in either the hours they may occur, or to their duration.

VISITING GUIDELINES

- No items of any kind will be allowed into the detention center. If visitors have items for the youth, they must inform staff and the items can be taken to Central Intake to be checked and logged on the youth's personal property sheet.
- **Parents will not be allowed to visit if children are left unattended in the front lobby area or the parking lot.**
- Coats, jackets, headwear, (i.e. hats, baseball caps, dew rags, bandanas, etc.) pagers, cellular phones, car keys, coinage, paper currency, wallets, and purses are not allowed in the visiting area.
- Visitors will be required to secure these items in lockers located in the front reception area. **Polk County will not be responsible for lost or stolen articles.**
- Visitors will not be allowed entrance to the detention center until they have successfully passed through the hand held metal detector without setting off the alarm.
- A Youth Service Worker will monitor visits only to the extent necessary to assure the child's safety and detention security.

- The Youth Service Worker supervising the visiting period will announce the end of visiting five (5) minutes prior to the end to allow discussions to be resolved. At the end of the visit the parents will be led out of the visiting room first. The visitor will be escorted back to the front reception area, return the visitor tags, and exit through the front entrance.
- A staff member of the same gender will conduct a pat down search of all juveniles prior to and after their visit.
- Youth and visitors are not permitted to use the restroom in the visitation room. There are restroom facilities in the lobby for visitors to utilize before and/or after visits. If it is an emergency and you choose to leave the visit room to use the restroom you will need to be checked in by a Team Leader before being allowed back into the visit room.
- Youth are not permitted to talk about other youth currently at Polk County Juvenile Detention Center (PCJDC). This also includes stating peers names or motioning/pointing to them if they are in current visit.
- Visitors should be sitting across the table from the youth, not beside them. If there are three visitors, one will sit on the same side of the table.
- Youth are not allowed to touch the visitor badge.
- No profanity/cussing/swearing shall be used by youth or visitors.

- Keep the volume of your conversation at an acceptable level.
- You may greet your visitors with a hug if you choose. You may also say goodbye to visitors with a hug. During the visit, there is to be no physical contact between visitors and youth.
- In the event that a youth or visitor displays inappropriate behavior during a visit, the visit may be terminated and the youth may be removed from the visitation area. A visitor who displays inappropriate behavior will be escorted from the facility immediately.

YOUR CHILD'S RIGHTS & RESPONSIBILITIES

Juveniles in detention have the following rights and responsibilities:

1. The right to be treated respectfully, impartially, and fairly and to be addressed by name in a dignified manner. In turn, they shall treat all others in the same manner.
2. The right to be informed of the rules, procedures, and schedules concerning the operation of the detention center. In turn, they shall follow the rules, procedures, schedules, and staff directives while in the detention center.

3. The right not to be subjected to corporal punishment (i.e., spanking, etc.) harassment, intimidation, harm, humiliation, or interference with normal bodily functions by other juveniles or staff. In turn, they shall not subject any other person to similar mistreatment.
4. The right not to be discriminated against and have access to all services and programs. In turn, they shall not discriminate against any other juvenile or staff member or use language or behavior that would imply prejudice or discrimination.
5. The right to participate in religious services and religious counseling on a voluntary basis, subject only to the limitations necessary to maintain order, and security within the center. They shall have access to clergy, spiritual advisors, publications, and related services which allow them to adhere to their religious practices. In turn, they shall not abuse any of the religious opportunities and provisions they are afforded.
6. The right to nutritious meals, proper bedding, clean clothing, toilet facilities, daily showers, adequate lighting, proper ventilation, and an overall safe environment that is maintained in compliance with local and state fire and safety laws and regulations. In turn, they shall help staff clean and maintain living quarters.

7. The right to appropriate medical and dental treatment as needed or warranted. In turn, they have the responsibility to ask for medical and dental care when needed.
8. The right to regular visits with family and to send and receive uncensored correspondence. In turn, they have the responsibility to conduct themselves properly during visits.
9. The right to call, write, and meet with their legal representative while in the detention center. In turn, they shall abide by the guidelines set down by the detention center and their attorney.
10. The right to wear their own shoes and be issued clean facility clothing on a daily basis, limited only by facility requirements for safety, hygiene, and identification. In turn, they have the responsibility to keep their clothes in a clean odor-free condition.
The right to indoor and outdoor recreational equipment and opportunities. In turn, they shall respect and not abuse the equipment and opportunities. They have the responsibility to fully participate in the recreational activity to the degree that they are physically capable.
11. The right not to participate in uncompensated work assignments unless the work is related to housekeeping or

maintenance of the detention center or personal hygiene needs. In turn, they shall abide by the detention center practices concerning housekeeping, maintenance, and personal hygiene.

12. The right to report any problems or complaints they may have while in the detention center without fear of reprisal. In turn, they have the responsibility to report any incidents and to follow the detention center's grievance procedures when making such complaints. They also have the responsibility to report any improper action that is taken against them as a result of a properly filed grievance.
13. The right to appeal any disciplinary action taken against them as a result of a rule violation. This is in addition to their right to a response to their appeal in accordance with appeal procedures. In turn, they have the responsibility of initiating an appeal and following the proper procedures in the course of their efforts.
14. The right to privacy while in individual sleeping rooms or in individual shower rooms. Cameras are not allowed in sleeping rooms or shower rooms. In turn, staff will routinely do room checks and cameras are located throughout the facility to ensure safety and security.

TELEPHONE CALLS

Outgoing Calls A juvenile will be allowed to make one seven (7) minute telephone call a day to his/her parent(s), legal guardian(s), foster parent(s), and/or custodian.

Note: Telephone calls are subject to monitoring as security operations dictate. If it is discovered a juvenile has attempted to manipulate whom he/she is calling the juvenile's use of the telephone can be suspended.

A juvenile will be required to sign up to make telephone calls prior to school Monday – Friday and by 9:00 a.m. on Saturday and Sunday. Telephone calls will be made throughout the day when they do not interfere with legitimate programming. Telephone calls will be made in the order on the sign up sheet

As the juvenile moves up in the level system he/she will be able to make longer telephone calls.

HAIRCUTS

Haircuts are available while in Detention at the youth's request. The cost is usually \$10 and must be paid in advance by the youth or parent/guardian. An outside licensed barber comes in to cut the youth's hair and sets the price. If you do not want your child to receive a haircut please notify a Team Leader.

GRIEVANCES

If your son or daughter feels they have received unfair treatment or that their rights have been violated, they may file a grievance. The process is as follows:

1. He/she can ask any staff member for a *Grievance Form*.
2. He/she needs to complete the form and return it to any staff member.
3. A Team Leader will give him/her a decision within 24 hours.
4. If he/she is not satisfied with the resolution of the grievance he/she may appeal to the Program Administrator.
5. No action will be taken against any youth as a result of filing a grievance.

Any restriction of the above rights will be for good cause which will be specified in writing and communicated to the juvenile, their parent, juvenile court officer, placing worker and attorney.

USE OF PHYSICAL RESTRAINT

After all other least restrictive means to control a juvenile's behavior or emotional outburst have failed, a juvenile can be physically restrained by staff member(s). Staff members are trained and taught how to physically manage a youth and the emphasis of training is on how to de-escalate a situation before a restraint occurs. Staff

members can only physically restrain a youth if they are a threat to others or a threat to themselves.

USE OF CONTROL ROOM

After all other least restrictive means to control a juvenile's behavior or emotional outburst have failed, a juvenile can be placed in the control room. He/she shall remain in the control room for only that length of time necessary for the juvenile to regain control of his/her behavior.

USE OF MECHANICAL RESTRAINTS

After all other least restrictive means to prevent a juvenile from injuring himself/herself or others and/or to control a juvenile's severe behavior or emotional outburst, use of mechanical restraints may be used upon approval of a Team Leader or a Program Manager. The juvenile shall remain in the mechanical restraints for only that length of time necessary for the juvenile to regain control of his/her behavior to the point mechanical restraints are no longer needed.

Use of mechanical restraints shall be used when transporting youth outside of the detention center as a precaution against escape and to prevent the child from exiting the vehicle while the vehicle is in motion.

OUT OF COUNTY TRANSFERS

A juvenile may be temporarily transferred to another detention center to relieve over crowding in this detention center. In most instances the juveniles are transferred to one of the following detention centers:

South Iowa Area Detention Service Agency
Lee County Facility
Montrose, Iowa
1-319-463-7417

Youth Services of Linn County
Cedar Rapids, IA
1-319-892-5720

You will not be notified of your son's/daughter/s transfer until after he/she has left our detention center for safety and security purposes of the transport.

Polk County Youth Services Notice of Privacy Practices

This notice describes how medical information about the youth placed here may be used and disclosed and how it can be accessed. Please review it carefully. If you have any questions please feel free to ask the staff person assisting you. If they cannot help you they should notify our Privacy Contact person to assist you.

“Protective Health Information” is information about you that may identify you and that relates to your physical or

mental health or condition and related healthcare services. It might include your diagnosis, medications along with information such as your age or address.

HOW WE USE YOUR PROTECTED HEALTH INFORMATION

TREATMENT: We may give doctors, nurses, pharmacists, or other health professionals youth's health information to get treatment needed. For example if a youth is on medication to help behavior and it does not seem to be working or causes side effects we would share information about the behavior with their doctor..

PLACEMENTS: In the event of transfer to another placement or home we may share health information so that treatment can continue.

STAFF: We may share health information with our staff so that they can take care of medical and health needs.

OTHER CONCERNED PEOPLE: We may share health information with family, juvenile court officers or social workers as needed to help get needed treatment. You can ask that any part of health information not be shared with others. We will try to follow your wishes but may not be able to at times.

BUSINESS OPERATIONS: We may discuss health information to improve how we take care of youth. For example if the staff makes a mistake we would talk about what happened so the mistake would not happen again.

PAYMENT: We may have to share health information with your health insurance company or Medicaid to obtain

payment for services. Your insurance information will be provided to our pharmacy, laboratory and others outside our facility that provides health care for you while you are here. We have contracts with businesses and professionals we regularly do business with saying they will keep your health information private.

LAW ENFORCEMENT: Your health information may be shared with law enforcement if it is evidence in a crime or abuse.

GOVERNMENT OVERSIGHT AGENCIES: Such as the Food and Drug Administration, Medical Examiners, or the Dept. of Public Health. For example, if you had a reaction to a medication we may report it to the FDA. If you have a contagious disease we may have to report it to the Dept. of Public Health.

WORKERS COMPENSATION: If an employee is injured by youth or catches a contagious disease from you, health information may be used in a worker's compensation claim.

When we will obtain a signed consent before releasing health information:

RESEARCH: When health information is used for research and youth are identified by name we will obtain signed consent prior to using the information.

OTHER FACILITIES: We will be releasing health information to whoever is responsible for youth after their release. If a facility or agency you are subsequently transferred to

requests information we will require they send a release signed by a parent or guardian.

SEXUALLY TRANSMITTED DISEASE/REPRODUCTIVE SERVICES INFORMATION:

We will release this information only to those who need it to provide treatment. As required by state law sexually transmitted diseases will be reported to the health department. Health department staff will contact youth to get information about sexual contacts so they can be notified and treated. Contacts will not be given youth's name. This information will only be released otherwise with a consent signed by the youth.

MENTAL HEALTH INFORMATION: Will be released only with parent/guardian's signed authorization.

SUBSTANCE ABUSE INFORMATION: Will be released only with youth's signed authorization.

Information regarding youth and their families shall be kept confidential and released only with proper written authorization.

RELEASES

If your child is released from Court, to your custody or someone else's, **their personal belongings including clothes, jewelry, etc. will not be released until Polk County Juvenile Detention Center clothing is returned.** This includes the blue jumpsuit, blue t-shirt, blue sweatshirt, underwear and socks. It may also include an orange coat, depending on the weather.

**Polk County Juvenile Detention Center
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