

2027 RESIDENTIAL ORIENTATION

Chapter: **Sununu Youth Services Center**

Section: **Admission and Orientation**




New Hampshire Division for Children, Youth and Families Policy Manual

Policy Directive: **19-01**

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Approved:


Joseph E. Ribsam, Jr., DCYF Director

Related Statute(s): [RSA 621](#), and [RSA 621-A](#)
Related Admin Rule(s):
Related Federal Regulation(s): [28 C.F.R Part 115](#)
PREA Standards: [115.333 \(a\)](#), [333 \(b\)](#), [333 \(c\)](#),
[333 \(d\)](#), [333 \(e\)](#), [333 \(f\)](#), [353 \(a\)](#), [353 \(b\)](#),
[353 \(d\)](#)

Related Form(s): **FORM 2027, FORM 2035, FORM 2036, and FORM 2037**
Bridges' Screen(s) and Attachment(s):

Everyone deserves to be treated with courtesy and respect. All youth committed or detained at the Sununu Youth Services Center (SYSC) shall receive a thorough orientation to the SYSC's procedures, rules, programs, and services as well as to the residential unit to which they are assigned.

Purpose

This policy establishes the Residential Orientation for youth committed or detained at the SYSC.

Definitions

- "DCYF"** or the **"Division"** means the Department of Health and Human Services' Division for Children, Youth and Families.
- "PREA"** or **"Prison Rape Elimination Act"** means the standards enacted on August 20th, 2012 and enforced by the U.S. Department of Justice to eliminate prison rape pursuant to the Prison Rape Elimination Act of 2003.
- "SYSC"** or the **"John H. Sununu Youth Services Center"** means the architecturally secure juvenile treatment facility administered by the Division for Children, Youth and Families for committed juveniles and detained youth, and for NH youth involved with the NH court system prior to their adjudication.
- "YC"** or **"Youth Counselor"** means an employee of DCYF who is authorized by the Division to perform functions of the job classification Youth Counselor.

Policy

- I. After the admissions process is complete, newly admitted youth shall be escorted to the residential unit to which they are temporarily assigned as determined by the Admissions Officer in consultation with the Supervisor On-Duty.
 - A. Assignment to a residential unit for committed youth is based on the referral information supplied by the JPPO, pending final classification and unit assignment according to policy 2140 Classification of Committed Youth; and
 - B. Assignment to a residential unit for detained youth shall be based on the youth's assessed needs and available space at the time of admission.

- II. The unit Youth Counselor (YC) assigned to assist with the admissions process shall conduct a general orientation of the facility's procedures, rules, programs, and services, including the following topics:
 - A. Watch procedures (all newly admitted youth shall be placed on an Admission B watch);
 - B. Age and developmentally appropriate information explaining the SYSC's zero-tolerance policy regarding sexual abuse and sexual harassment and how to report incidents or suspicions of sexual abuse or sexual harassment (115.333 (a));
 - C. Residential unit schedule (including meals);
 - D. Residential unit chores, responsibilities, and rules;
 - E. Fire evacuation plan;
 - F. Clothing;
 - G. School;
 - H. Visitation (who may visit and when);
 - I. Telephone use and mail procedures;
 - J. General processes (for committed youth, this may include the classification process and treatment programs);
 - K. Basic provisions for youth such as:
 - 1. Youth rights;
 - 2. Ability to speak with their family, JPPO, Clinical Coordinator, Supervisor, assigned YC, and Attorney; and
 - 3. Laundry process;
 - L. Ombudsman program; and
 - M. Youth conduct.
- III. The Supervisor On-Duty or residential staff conducting the orientation shall request the youth sign the Form 2027 Orientation Acknowledgement and Form 2035 Juvenile PREA Intake Orientation.
 - A. Completed forms shall be scanned and stored in the youth's electronic file and the original shall be sent to SYSC Records.
- IV. Unit orientation shall be completed within 24 hours of the admission and include, at a minimum, the following topics:
 - A. Room(s) and items allowed in their room;
 - B. Common areas;

- C. Bathrooms;
 - D. Multi-purpose areas;
 - E. Rules and unit practices including the Triangle Program;
 - F. Behavioral expectations as detailed in the Behavioral Manual;
 - G. School attendance/expectations;
 - H. Cleanliness/order and hygiene;
 - I. Privileges;
 - J. Chores and personal responsibility;
 - K. SYSC store, personal property and items; and
 - L. Fire exits/fire drills.
- V. Within 10 calendar days of admission, the Clinical Coordinator or designee shall provide a comprehensive age-appropriate training to youth, either in person or through a video presentation, regarding their rights to be free from sexual abuse and sexual harassment and to be free from retaliation for reporting such incidents, and regarding agency policies and procedures for responding to such incidents (115.333 (b)).
- A. Further, youth shall receive this training upon transfer from a different facility to the extent that the policies and procedures of the SYSC differ from those of the previous facility (115.333 (c)).
 - B. The SYSC shall provide this training in formats accessible to all youth, including those who are limited English proficient, deaf, visually-impaired, limited reading skills, or otherwise disabled. The SYSC PREA Compliance Manager shall be notified when the above services are required (115.333 (d)).
 - C. The SYSC shall maintain documentation of youth participation in PREA orientation sessions by documenting, and having the youth sign, Form 2036 Juvenile Orientation Notice of Understanding (115.333 (e)).
 - 1. Completed forms shall be scanned and stored in the youth's electronic file.
 - D. In addition to providing such training, the SYSC shall ensure that key information is continuously and readily available or visible to youth through posters, youth handbooks, or other written formats (115.333 (f)). This information shall consist of:
 - 1. How youth may access outside victim advocates for emotional support services related to sexual abuse, including the providing, posting, or otherwise making known and accessible mailing addresses and telephone numbers, including toll-free hotline numbers where available, of the Manchester YWCA.

2. Youth detained solely for civil immigration purposes as coordinated by the New Hampshire Attorney General's Office, shall be provided with the mailing addresses and telephone numbers of immigrant services:
 - (a) New Hampshire Catholic Charities Immigration Office
Immigration and Refugee Services
261 Lake Street
Nashua, NH 03060-4127
Tel: 889-9431 - Fax: 880-4643
 - (b) Lutheran Social Services
Refugee and Immigrant Services
51 Union Street
Worcester, MA 01608
Phone: 508-754-1121
Fax: 508-754-1393
 - (c) Interfaith Refugee Resettlement
261 Sheep Davis Road, Suite A1
Concord, NH 03301
Phone: 603-224-8111
Fax: 603-224-5473
3. The SYSC shall ensure youth are trained on, and have reasonable communication with, the above described organizations and agencies, in as confidential a manner as possible (115.353 (a)).
 - (a) The SYSC shall inform youth, prior to giving them access, of the extent to which such communications will be monitored and the extent to which reports of abuse will be forwarded to authorities in accordance with mandatory reporting laws (115.353 (b)).
4. The SYSC shall also inform youth on how they may have reasonable and confidential access to their attorneys or other legal representation and reasonable access to parents or legal guardians (115.353 (d)). See Policy 2070 SYSC Visitors and the Visitation Routine.

E. Parent/guardian orientation:

1. The Admissions Officer or designee must ensure that a newly committed or detained youth's parent/guardian are contacted and provided with contact information and visiting procedures by the end of the shift in which the youth was admitted if practicable or the following morning.
 - (a) Staff must ensure the contact is entered into a YouthCenter contact note.
2. The Unit Manager or designee must ensure the youth's parent/guardian receives a copy of, and is oriented to, the Youth/Parent Handbook upon the parent/guardian's first visit to the SYSC.

- (a) If there is no visit scheduled within two weeks, the Unit Manager or designee will ensure the parent/guardian is sent a copy of the Handbook and a follow-up call is scheduled.
- 3. The SYSC shall maintain documentation of youth's parent/guardian participation in PREA orientation sessions by documenting and having the parent/guardian sign Form 2037 Parent Orientation Notice of Understanding.
 - (a) Completed forms shall be scanned and stored in the youth's electronic file and the original sent to SYSC Records.