



# **Polk County Juvenile Detention Center**

## **Parent Information Handbook**

## **MISSION STATEMENT**

The Polk County Juvenile Detention Center (PCJDC) 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 youth are admitted to the detention center the following will happen:

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 they are 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.

The youth will then be escorted to one of three wings and assigned a room. They will be given a Juvenile Handbook and the basic rules and expectations will be explained. They will have an opportunity to ask questions.

A Youth Service Worker will be assigned to work with each youth to develop an individualized care plan. The Youth Service Worker will serve as the youth's advocate while they are at the detention center.

A registered nurse and ARNP will see the youth at the earliest possible time to conduct a physical and assessment of their medical needs. The youth will then join the group for regular activities.

## **VISITS**

Youth are allowed one (1) thirty-minute visit with approved family members per 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 that privacy is maintained within reasonable restrictions as dictated by the security needs of the center. Visits from professionals working with the youth are not restricted.

Visitors 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 the visit. For youth 13-17 years of age this may be a current academic school year I.D.

### **AUTHORIZED VISITORS**

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

**Only immediate family is allowed to visit.** Immediate Family is defined as:

- Parents, Step-parents, Legal guardians
- Grandparents, Step-grandparents
- Siblings- including Stepbrother, Stepsister, Half-brother, Half-sister

Parent(s) or guardian must accompany siblings up to the age of 18 and all visitor's 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.

**Siblings not living with parent/guardian** must be approved by Juvenile Court prior to visiting. A Team Leader will contact the Juvenile Court Officer for permission.

**Biological Child-** If a youth has a biological child, that child may visit only when accompanied by the youth's parent/guardian.

### **SCHEDULING A VISIT**

**All Visits Must Be Scheduled in Advance by calling 515-286-3344.**

**Weekday Visits-** you must call between 7:00am – 5:00pm

**Weekend Visits-** you must call between 7:00am – Noon

### **VISITING HOURS**

The first time slot will be filled prior to scheduling visits during the second time slot.

**Weekday Visits-** 6 to 6:30 p.m. and 6:45 to 7:15 p.m.

**Weekend Visits- 1 to 1:30 p.m. and 1:45 to 2:15 p.m.**

**All Visitors must sign in 15 minutes prior to the start of visits.**

### **HOLIDAY VISITS**

**(Thanksgiving & Day After, Christmas Eve & Christmas Day)**

Parents can visit only once- either in the morning or afternoon.

9 to 9:30 a.m., 6 to 6:30 p.m. and 6:45 to 7:15p.m.

The first time slot will be filled prior to scheduling visits during the second time slot.

### **VISITING GUIDELINES**

**Parents will not be allowed to visit if there are children who are left unattended in the front lobby area or parking lot.**

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.

Coats, jackets, headwear, (i.e. hats, baseball caps, dew rags, bandanas, etc.) pagers, cellular phones, car keys, coins, 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 items.**

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 staff member of the same gender will conduct a pat down search of all juveniles prior to and after their visit. A Youth Service Worker will monitor visits only to the extent necessary to assure the youth's safety and detention security.

You may greet and say goodbye with a hug if you choose. During the visit, there is to be no physical contact between visitors and youth. 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.

Youth are not permitted to talk about other youth currently at Polk County Juvenile Detention Center (PCJDC). This also includes stating a peer's names or motioning/pointing to them if they are in the visit room. Profanity/cussing/swearing by youth or visitors is not allowed. Keep the volume of your conversation at an acceptable level.

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.

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.

The Youth Service Worker supervising the visiting period will announce the end of visits five (5) minutes prior to the end to allow discussions to be resolved. At the end of the visit, visitors will be led out of the visiting room first and escorted back to the front reception area where visitors shall return their visitor tags and exit through the front entrance.

### **PROFESSIONAL VISITORS**

A youth's attorney, juvenile court officer, social worker, clergy, and mentor 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.

### **TELEPHONE CALLS**

Youth are allowed to receive one and make one seven (7) minute telephone call per 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 youth has attempted to manipulate whom they are calling the youth's use of the phone may be monitored by speaker phone.**

As youth move up in the level system they will be able to make longer telephone calls.

### **YOUTH'S RIGHTS & RESPONSIBILITIES**

Youth 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 youth 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 youth 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.
6. The right to access 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.

7. 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.
8. 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.
9. 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.
10. The right to call, write, and meet with their legal representative while in detention. In turn, they shall abide by the guidelines set down by the detention center and their attorney.
11. The right to 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.
12. 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.
13. 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.
14. 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.

15. 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.
16. 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.

### **GRIEVANCES**

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

- Ask any staff member for a *Grievance Form*.
- Complete the form and return it to any staff member.

A Team Leader will give the youth a decision within 24 hours. If the youth is not satisfied with the resolution of the grievance, they may appeal to the Program Administrator.

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 youth, their parent/guardian, juvenile court officer, placing worker and attorney.

### **PRISON RAPE ELIMINATION ACT (PREA)**

What is PREA? The Prison Rape Elimination Act (PREA) was passed with unanimous support from both parties in Congress in 2003. The purpose of the act was to "provide for the analysis of the incidence and effects of prison rape in Federal, State, and local institutions and to provide information, resources, and recommendations and funding to protect individuals from prison rape." (Prison Rape Elimination Act, 2003). In addition to creating a mandate for significant research from the Bureau



of Justice Statistics and through the National Institute of Justice, funding through the Bureau of Justice Assistance and the National Institute of Corrections supported major efforts in many state correctional, juvenile detention, community corrections, and jail systems.

## **ZERO TOLERANCE**

The PCJDC is committed to the safety of youth. Youth have a right to be detained with dignity and free from sexual assault, sexual harassment, and retaliation. Volunteers, contract staff, facilitators and staff also have the right to work in this facility free of sexual assault, sexual harassment, and retaliation.

PCJDC has zero tolerance regarding sexual assault within its facility. This means we do not tolerate any level of sexual harassment, misconduct, or assault. Every effort will be made to prevent sexual assault and misconduct from occurring. Every allegation will be investigated, every violator punished, and every victim offered services free of charge.

## **COMMON REACTIONS OF SEXUAL ABUSE VICTIMS**

- Refusal to shower, eat or be in certain less supervised areas
- Self-abuse or suicidal behaviors
- Withdrawing or isolating themselves
- Increased medical complaints and attention seeking
- Uncharacteristic acting out in an effort to stay in segregation or facilitate transfer.

## **REPORTING**

If a youth has been the victim of sexual abuse/harassment or has witnessed sexual abuse/harassment, there are multiple ways for them to make a report.

1. They can make a verbal report to a staff member, Team Leader or teaching staff.
2. They can make a report in a “Letter to the Administrator” in which a letter is placed in a sealed envelope without writing the name and given to a staff member who will in turn get it to a

Team Leader.

3. They can report it to their Juvenile Court Officer by phone.

### **ACCOMMODATIONS**

Accommodations will be made to convey all written information about sexual abuse/harassment policies, including how to report sexual abuse/harassment, to individuals who have limited reading skills, are visually impaired, are LEP (limited English proficient), deaf, and/or otherwise impaired.

All LEP, deaf, and/ or otherwise disabled residents can report sexual abuse directly through non-resident interpreters, who will be made available to them within 24 hours of intake. Within 24 hours of intake, the Program Administrator and an appropriate interpreter will collaboratively develop a safety plan for residents with special needs for communicating that sexual abuse has occurred. The safety plan will then be communicated to staff, so they can take immediate action if the individual communicates that sexual abuse has occurred.

All reports of sexual abuse/harassment will be treated seriously, forwarded to the Program Administrator and will be investigated promptly. Any statements or accusations, made in bad faith, against anyone, will be investigated and consequences could include charges being filed.

### **PREA INVESTIGATIONS**

All cases of alleged sexual conduct shall be promptly, thoroughly, and objectively investigated. Upon substantiation of any allegation of sexual conduct, appropriate disciplinary actions will be taken against the employee, contractor, volunteer, or individuals in the Polk County Juvenile Detention Center. Those actions may include possible criminal prosecution. If the allegation potentially involves criminal behavior, The Polk County Juvenile Detention Center will ensure that allegations of sexual abuse or sexual harassment are referred for investigation to an agency with the legal authority to conduct criminal investigations. If a youth is believed to have committed sexual abuse/harassment, they will be prosecuted to the full extent of the law and will be isolated from peers for the remainder of their stay.

## **SUPPORT**

If a youth wishes to access emotional support service related to sexual abuse/harassment they may call the local rape/sexual assault counseling and advocacy program. If they ask to call, staff will connect their call promptly and discreetly.

## **DID YOU KNOW?**

If you are aware of a youth who was previously housed at the PCJDC and need to report an allegation of sexual abuse/sexual harassment or to report an allegation of Sexual Abuse/Sexual Harassment on behalf of an individual who is or was housed at the PCJDC, you may contact any of the agencies listed below. Reports can be made over the phone, in person, in writing or anonymously if desired.

### **Polk County Juvenile Detention Center**

Program Administrator, Dan Larson

1548 Hull Ave.

Des Moines IA, 50316

Office: 515-286-2100

Email: [Dan.Larson@polkcountyiowa.gov](mailto:Dan.Larson@polkcountyiowa.gov)

### **Polk County PREA Hotline:**

Answering machine only. Available 24 hours a day 7 days a week.  
515-323-5451

**Iowa Sex Abuse Hotline:** 1-800-284-7821

**National Sex Abuse Hotline:** 1-800-656-4673

**Dept of Human Services, Child Protection Assessment:** 515-725-2727

**Polk County Crisis and Advocacy Services:** 515-286-3600

## **USE OF PHYSICAL RESTRAINTS**

After all other least restrictive means to control a youth's behavior or emotional outburst have failed, a youth can be physically restrained by staff member(s). Staff members are trained and taught how to physically manage youth and the emphasis of training is on how to de-escalate a situation before a restraint occurs. Staff members will 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 youth's behavior or emotional outburst have failed, a youth can be placed in the control room. They shall remain in the control room for only the length of time necessary for the youth to regain control of their behavior.

### **USE OF MECHANICAL RESTRAINTS**

After all other least restrictive means to prevent a youth from injuring themselves or others and/or to control a youth's severe behavior or emotional outburst, use of mechanical restraints may be used upon approval of a Team Leader or Program Manager. The youth shall remain in the mechanical restraints for only the length of time necessary for the youth to regain control of their 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 youth from exiting the vehicle while the vehicle is in motion.

### **OUT OF COUNTY TRANSFERS**

A youth may be temporarily transferred to another detention center to relieve overcrowding at the PCJDC. In most instances, youth are transferred to one of the following detention centers:

#### **South Iowa Area Detention Service Agency**

(319)-463-7417

Lee County Facility

Montrose, Iowa

#### **North Iowa Detention Center**

(319) 291-2455

Waterloo, Iowa

#### **Youth Emergency Services Center (YES)**

(712) 225-5777

Cherokee, Iowa

For safety and security reasons parents/guardians will not be notified of a youth's transfer to another facility until after they have left the PCJDC.

## **YOUTH RELEASED FROM COURT**

If a youth is released from Court to their parent/guardian's custody or someone else's, their personal belongings including clothes, jewelry, etc. will not be released until PCJDC 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.

## **NOTICE OF PRIVACY PRACTICES**

This notice describes how medical information about youth placed at the PCJDC may be used and disclosed and how it can be accessed.

"Protective Health Information" (PHI) is information about youth that may identify them and that relates to their physical or mental health condition and related healthcare services. It might include diagnosis, medications along with information such as age or address.

## **HOW WE USE YOUR PHI**

**Treatment:** We may give doctors, nurses, pharmacists, or other health professionals health information to get needed treatment. 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 their 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. Youth or their parents/guardians can ask that any part of a youth's 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 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 the youth while they are here. We have contracts with businesses and professionals we regularly do business with saying they will keep health information private.

**Law enforcement:** 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 a youth had a reaction to a medication, we may report it to the FDA. If a youth has a contagious disease, we may have to report it to the Dept. of Public Health.

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

**We will obtain a signed consent before releasing health information for the following reasons:**

**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:** When we will be releasing health information to whoever is responsible for youth after their release. If a facility or agency a youth is subsequently transferred to requests information, we will require them to 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 the 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 a signed authorization from a parent/guardian.

**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. Relevant information related to the youth and their current behaviors will be shared with Juvenile Court Services, Attorney's, and other professionals in order to provide the best care possible.**



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