

WHAT IS THIS HANDBOOK ALL ABOUT?

There are some things you should know before you enter the program that will make your stay here at the detention center more productive. These things will also help you in getting along with the staff and other residents. When you finish reading this guide, a staff member will review the expectations with you and you will be given a test.



Knowing the correct answers will help you pass this test and do well in the program.

It is important that you understand everything in this handbook as it contains all the answers to the program entrance test.

You will progress through the phase system once you show that you understand the behavior program expectations.

If you have any questions, or find something in this orientation handbook that you do not understand, please ask one of the staff to explain it to you!

IMPORTANT INFORMATION ABOUT THIS FACILITY

You are currently staying at the:

New Castle County Detention Center (NCCDC)
963 Centre Road, Building #14
Wilmington, DE 19805

Facility Superintendent: Mitchell J. Rock



The telephone number here is (302) 633-3100.

What is this place?

A juvenile detention center is a place where juveniles who have been ordered by the court or who have been charged with criminal offenses are held. The basic purpose of the detention center is to provide you with safe and secure custody and help you to make positive changes in your thinking and behavior.

Who are the staff members that I will be working with during my incarceration?

- Youth Rehabilitation Counselors (YRC's) will work with you every day, 24 hours a day. They will help you have a safe and secure detention stay. You should also have interactions with the YRC Supervisors while you are here.
- Caseworkers are staff who will contact your family regarding your detention admission and will keep them informed of your progress. Your caseworker will meet with you once a week.
- If you need to share important information, tell a YRC staff and they will arrange for you to meet with your caseworker.
- Medical staff will be on-site every day. If you are sick or injured, report this to a staff immediately.
- Psychologist and Drug and Alcohol Counselors are available to speak with you Monday – Friday, 8:30 a.m. – 4:30 p.m. Crisis services are available to you during off hours. If you have a mental health or counseling need, please inform a YRC staff and they will arrange for you to meet with the psychologist or Drug and Alcohol Counselor.
- Education staff conducts academic classes Monday – Friday. Once you have completed your stay in detention, your grades and attendance are transferred to the last school you attended before you came to detention.

When will my parents be notified of my detention?

Detention center staff will inform your parents/legal guardian(s) as soon as possible of your detention. As such, it is very important that you give us accurate information about your parents' current telephone numbers for work and home. We will inform your parents of all our programs and your court date and time. They will also be notified to obtain an attorney. Please note that only your parents will be informed of your detention.

When will I have court?



If you have not already had court, you should have a hearing within 10 – 12 days of your detention. The court is closed on holidays and weekends. Additional information about your case will be provided to you by your assigned caseworker.

What professional visitors can I have during my detention?

Approved case related professionals are allowed to visit you during your detention stay. This includes, but is not limited to, your lawyer, probation officer, caseworkers, clergy (priest, rabbi, minister, etc.), counselors, therapists and school staff. Whenever you need to speak with a professional involved in your case, just ask a staff and we will coordinate the process.

What is a Unit Assignment?

You will be assigned to a housing unit of the same gender. While on this unit, you will be under staff supervision at all times, be assigned a sleeping area, receive daily hygiene, and participate in group discussions and other program activities.

The detention center will provide you with clothing, bath/hygiene items, and bedding. You may be allowed to wear your sneakers if they meet the guidelines. You will shower daily and are provided with soap, shampoo, washcloths, towels and other personal hygiene supplies. If you have special hygiene needs (contacts, braces, retainers, etc.), please let a staff member know right away so we can make the necessary arrangements for you to have these items.



How is my safety ensured during my detention?

The detention center uses equipment to help us supervise people and assure you are safe and secure during your stay with us. We use audio and video devices to listen and watch activities. However, there are no hidden cameras in your sleeping room, washrooms, shower rooms, conference rooms or medical examination rooms.

NCCDC does not allow any sexual contact between residents or staff and residents and it is against the law. This information is for you to be able to know what to do when someone is trying to get you to be involved in sexual activities. Also, it will tell you how to tell someone else if a staff member or another resident tries to get you to be involved in sexual activities and how to keep yourself safe.

Prevention/Intervention: This means, what NCCDC can do to keep you safe! NCCDC has a policy that does not allow for sexual activity to occur between any persons. The staff is taught to look for signs and how to report violation of this policy.

Self-Protection: This means, how to keep yourself safe! Do not let anyone come into your room or into the bathroom with you. Do not accept gifts or favors from others. Do not accept an offer from another person to be your protector. Be firm if others ask you to do something that you don't want to do. Look for others who are involved in positive activities. Trust your instincts. If you sense a situation is dangerous, it probably is.

Reporting Sexual Abuse: If anyone threatens to hurt you sexually, asks that you to participate in a sexual act for pleasure, for payment or for protection, or touches you in a private area, then you have the right to report this to a staff member. If you feel uncomfortable telling staff, you can tell the nurse, a supervisor, a teacher or the psychologist. Your story will be confidential, but will be told to a person who will investigate. You will be separated from the person who is trying to hurt you so that you can be safe.

Treatment and Counseling: If you are hurt sexually, the medical staff will make sure that you are seen by a counselor. You will be evaluated by outside medical agency, and a psychologist will help you to understand your feelings and emotions and learn ways to cope with those feelings and emotions.

How do I have a private or confidential meeting?

Conference rooms and the medical consult rooms are reserved for private meetings with your attorney, religious advisor, medical staff, and other case related professionals.

What if I have medical or mental health needs?

The detention center has a licensed nurses and doctors available to respond to all of your medical needs. Please be certain to immediately report to staff if you are sick, injured, require medical attention or are currently taking prescribed medication. If you want to see a doctor or nurse, there are two sick calls a day when you can sign up to see a medical professional or you can ask staff to arrange it for you. Within 24 hours of your arrival, our medical staff will have you complete a physical examination and medical history interview. You will also have access to a dentist and an eye doctor, if needed.

We also have a drug and alcohol counselor, psychiatrist, and psychologist available to help you with any concerns or other problems that may arise. If you would like to see a mental health professional, you will need to ask to be placed on the Mental Health referral list.

When do I eat?

You will receive three meals each day and a snack each evening before bedtime. All of your meals will be provided by the food service workers at the detention center.

When can I visit with my family and make telephone calls?

During your detention stay you will be able to telephone and visit your parents or legal guardians.

While you are on a Phase one, you are entitled to one 10-minute phone call per week to your parent/legal guardian. You will receive two phone calls when you reach Phase Two. When you reach Phase Three, you will receive three phone calls each week.

Visitation takes place on the weekdays. Visitation times are scheduled by last name. Alternative visitation times are available for families who have conflict, and dates and time will be assigned by your caseworker.

- Tuesday: A-L (6:00 pm - 7:30 pm), Thursday: M-Z (6:00 pm - 7:30 pm)
- Sunday: 3:30 pm – 4:30 pm (Special Visits Only)

All visitors must be approved and they are subject to search. Gifts, food, or money for the residents are prohibited. You are allowed to visit with parents/guardians regardless of your level. You have a legal right to visit with your attorney at any time. Family Court counselors, social workers, probation officers, and ministers may visit at a reasonable time. Reasonable place/area will be provided for confidentiality.

Will I get mail?

You will receive your mail on the day it arrives except for weekends and holidays. You will be able to write letters to and receive letters from your parents, family and friends through the U.S. Postal Service.

We will provide you with stationery, stamps, and envelopes so you can send mail to others. You must use your name and our return address when sending mail out. You are required to

seal outgoing mail in the presence of staff. Staff will open all incoming mail, in your presence, so that the contents can be inspected for inappropriate items.

Do I get any exercise?

You will be able to go the gym and the outdoor recreation area when you are participating in the program.

Do I get any books or reading materials?

The detention center has a library and you will have regular access to appropriate reading materials, in addition reading materials are readily available on each unit.



What will I be required to participate in?

You will be responsible for participating in various educational programs, discussion groups, and a variety of recreational activities.

Will I go to school during my detention stay?



You will go to school and earn credit for the academic work you do while you are here. School is conducted Monday through Friday throughout the entire year.

The mission of the educational program is “Educational Excellence for Every Student Every Day.”

Your home school will receive information regarding your attendance and the grades you receive for work completed at the detention center. If you are no longer enrolled in a school program, your attendance, grades, attitude and growth while at the detention center may be beneficial to you and also informative to those who are in charge of your case. You will enter the school program once you complete the orientation process.

What should I expect from the staff?

The primary goal of the staff is to help you:

- Assume responsibility for your behavior
- Develop problem solving and social skills so that you will not have to return here and that you might experience greater personal success and involvement with your community
- Assure your safety and security

Will I be searched?

For reasons of safety and security, staff members are required to perform searches of you and your room. Searches are conducted to ensure that you are not in possession of contraband. Contraband is any item that may be harmful to you or someone else or any item that you are not allowed to have in your possession while in a Detention Center.

Types of Searches:

- **Clothed Search:** a clothed search will occur after certain activities such as mealtimes. A clothed search requires a YRC of the same sex to “pat down” your body and clothing
- **Unclothed Search:** an unclothed search will occur when reasonable suspicion exists that you may have dangerous contraband in your possession and a clothed search has failed to reveal any contraband. Unclothed searches are also held after any personal or professional visit or if there is a concern about suicidal behavior. An unclothed search requires you to remove your clothing in the presence of a YRC of the same sex
- **Room Search:** room searches are conducted twice daily to check for contraband. During a room search, a staff member will check your clothing, bedding, books and all other belongings that are in your room.

HOW DO I ADDRESS STAFF?

All staff members are required to be addressed as either SIR or MA’AM or MR. or MRS. and their last name.

WHAT IS A GRIEVANCE?

YOU have the right to file a complaint through the grievance process when you feel your rights have been violated, have a complaint about programs and services, or feel you have been mistreated or treated unfairly.

Grievances cannot be filed in matters related to classification, court procedures/processes, or disciplinary action. You may place your grievance in the Grievance Box located in the facility. Grievances will be kept confidential and without fear of retaliation.

WHAT IS EXPECTED OF ME REGARDING MY BEHAVIOR?

Appropriate behavior is any behavior:

- Which moves you closer to your goals
- That helps you earn rewards
- That improves your chances of never coming back to the detention center
- That is helpful to yourself and others.



Inappropriate behavior is any behavior:

- Which keeps you from getting to your goals
- That interferes with earning rewards
- That interferes with your future
- That gets you into trouble
- That is harmful to others

WHAT HAPPENS AS A RESULT OF MY BEHAVIOR HERE?



There are a number of privileges and activities that can be earned for appropriate behavior. If your behavior does not meet expectations, you will not earn points and you may also earn time outs.

You will notice that staff members are constantly grading you for the appropriateness of your behavior while you are here. They do this by writing down on your POINT CARD the number of points you have earned for a period of time. **Remember that points are earned by you and cannot be taken away. Each time period is a fresh start for you to earn points.**

What is a point card?

You earn points for active involvement in the program. Your point card is what staff will use to keep track of the points you earn for appropriate behavior. The more appropriate your behavior is during that time, the more points you will earn.

The more points you earn, the higher your phase. The higher your phase, the more privileges you can earn. Some of the privileges residents can earn include staying up later, special visitations, more phone calls and additional recreation time.

There are five main areas of point card skills you will be graded on throughout the day:

1. IGNORE
2. GESTURES
3. COOPERATION/PARTICIPATION
4. AREA
5. TALK

APPROPRIATE

INAPPROPRIATE

<p style="text-align: center;">Ignore</p> <p>All of us like the attention of others from time to time. Sometimes, people will behave in an inappropriate manner just to get attention. If you pay attention to those who are behaving inappropriately, you may be encouraging them to behave this way again. Obviously, we don't want to have inappropriate behaviors encouraged by a staff or resident. Ignoring means acting as though you are not aware of that person's behavior at all.</p>	<p style="text-align: center;">Ignore</p> <p>Watching other groups or residents that are not in your group or laughing at another resident's inappropriate behavior. Paying attention to what is being said on a staff's radio or during a conversation that does not involve you is not appropriate.</p>
<p style="text-align: center;">Gestures</p> <p>We say things not only by talking, but also by our facial expressions, motions of our body, and even our posture. Appropriate gestures include: a smile when someone succeeds at a difficult task, a nod of the head at someone else's appropriate behavior, or shaking someone's hand.</p>	<p style="text-align: center;">Gestures</p> <p>Some gestures that are not appropriate: shaking your fist in someone's face, laughing when someone else gets into trouble or gets hurt, touching someone aggressively or sexually. Throwing gang signs, giving someone the finger, or not keeping your pants at their waist are also not appropriate.</p>
<p style="text-align: center;">Cooperation/Participation</p> <p>We all depend on others for our health and well being. There are many people in this building, so cooperation is very important so we can all reach our goals. Cooperation means working together. Things can get done more efficiently and all of us will be able to get along better with one another. It is also important to participate in all program activities.</p>	<p style="text-align: center;">Cooperation/Participation</p> <p>Examples of not cooperating or participating include not following directions, not raising your hand during activities, not doing your work in school. If you refuse to participate during class time, you will not receive your participation points.</p>
<p style="text-align: center;">Area</p> <p>Staff is expected to know where you are at all times. Therefore, before leaving any areas you are expected to ask permission of staff. You should always bring what you need to what you are doing. You are expected to clean up an area before leaving it. This includes your</p>	<p style="text-align: center;">Area</p> <p>If you don't have staff permission to leave an area, when you are not where you should be, when you are late arriving and disrupt programming.</p>

<p>room.</p> <p style="text-align: center;">Talk</p> <p>Appropriate talk is highly encouraged! Thinking is really talking to yourself silently, and when done rationally, can help reach better decisions. Talking and thinking can be both useful in avoiding problems and solving problems. Appropriate talk is considerate of others, encourages others to act and talk appropriately. Some subjects for appropriate conversations are music, sports, cars, school, future plans, friendship, jobs, personal goals and hobbies.</p>	<p style="text-align: center;">Talk</p> <p>Inappropriate talking is talk which keeps you from getting to your goals, earning rewards or in any way is likely to cause you problems. Some inappropriate subjects for conversation are drugs, why you are here, drinking, gangs, any law breaking activity, complaining about consequences and staff, satanic activities, weapons, fighting, swearing, or using foul language.</p>
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What is a contract?

In addition to earning points for appropriate behavior, you will also have a contract to follow if you are going to advance in the level system. Contracts are written agreements you make each week to work on changing or improving your behavior.

At the bottom of the point sheet is an area marked “contract”. It will show what your contract is for that week. Staff will also call this your weekly goal. Staff will write in this area the types of behavior and improvements you are making and, if you are working to accomplish your goal, you will be awarded a contract PLUS (+).

You can earn up to three contract pluses per day, which is a possible total of 21 per week. In addition to earning points to advance in the phase system, you need to earn contract pluses to advance to the next phase.

In addition, as a Phase III, whenever you earn the expected number of pluses and points on your contract during the week, you will earn a Phase Party. A Phase Party is a celebration that you and others in your group can earn once a week where you get special snacks and access to various activities, such as the ping pong table and video games.

What are coupons?

Coupons are used to reward you for new appropriate behaviors and for continued acts of positive behavior. Coupons may be spent on various privileges, like attendance at a special movie or items at the detention commissary. Some of these items may include treats and personal hygiene items.



What are Phases?

There are three phases in the program. You advance in the phase system by earning the required number of points and pluses. The chart below describes what you need to earn to advance in the phase system.

You are currently reading the Resident Orientation Handbook. Once you complete your review of the orientation handbook you will take a test to make sure you understand the expectations. You will begin the Phase system at Phase 1 once you have successfully completed the program entrance exam.

As you move up the Phase system you will earn more and more privileges. The privileges can be explained to you by a staff member.

PHASE ONE

To advance from orientation to Phase 1 and from Phase 1 to Phase 2 you need to:

Orientation to Phase 1

- Earn an average of 80 points for the **first three days** that you are here. (Speed pass/Fast track)

Phase 1-Phase 2

- Earn 95 points

If you are on Phase 1 and don't earn 85 points per day, you will not earn free time for that day.

PHASE TWO

To maintain Phase 2 you need to:

- Earn an average of 105 points for the full earning period

To advance from Phase 2 to Phase 3 you need to:

- Earn an average of 110 points for the full earning period
- Pass the RBT (Rational Behavior Training) Test
- Earn 18 of 21 pluses



If you are on Phase 2 and don't earn at least 90 points per day you will not earn free time for that day.

PHASE THREE

To maintain Phase 3 you need to:

- Earn an average of 115 points for the entire earning period
- Earn 20 of 21 pluses

If you are on Phase 3 and you don't earn at least 110 points per day you will not earn free time for that day.



What is a time out?

Time outs are for you to think about your inappropriate behavior. A time out lasts for five minutes. We are all human beings, capable of both success and failure. As a human being, you will make mistakes and show inappropriate behavior. When you make these MISTAKES you will be directed by a staff to take a time out.

A TIME OUT IS NOT INTENDED AS A PUNISHMENT

Here are some of the things a time out can do for you:

1. Help you become aware of your inappropriate behavior. If you know what behavior to change, it is much easier to change that behavior.
2. Provide an opportunity to show the staff that you can act appropriately
3. Allow you the option of returning quickly to the program instead of having a major consequence for a minor mistake
4. Allow you time to identify appropriate alternatives to the behavior which earned you a time out
5. Allow you time to decide whether appropriate behavior might be a better choice

Most time outs are spent in program, quietly facing the wall with your arms to your side. Some time outs are spent in your room or in isolation. All time outs are spent in the program area except those for:

- Fighting or aggressive talk or aggressive gestures
- Destruction of property
- Sexually inappropriate behavior or talk
- Refusal to accept the time out or being uncooperative with the process

- Threatening others

While you are in time out, you are not earning points or coupons. You will resume earning points when you return to the regular program after completing your time out.

What behavior is expected of me when doing a time out?

- Go to the wall as directed and stand about six inches away from it
- Stand straight with your hands at your side
- Ignore everyone except staff who talk to you
- Do not ask if your time is up. This will earn extra time. Staff will be keeping track of your time on a stopwatch and will let you know when your time is complete
- Following your time out (and only when asked by staff) name the inappropriate behavior that earned you the time out; if requested, do a thinking report.

What happens after I receive a time out?

After you have acted appropriately for FIVE CONTINUOUS MINUTES, a staff member will ask you why you are in a time out. You are expected to state exactly why you earned the time out and accept full responsibility for the time out. If you choose not to accept responsibility for the behavior that caused the timeout or if you refuse to tell staff why the timeout was issued, you will return to the timeout situation and complete another five minutes away from the group. At that time, you will again be asked why you were issued the timeout.

Once informed that you have answered this question, you will be directed to rejoin the group.

The time out starts over again when you fail to meet the expectations of appropriate time out behavior. For example, if you stand appropriately for three minutes and then look at the TV or are reading a book, your five-minute time out would start again when your behavior becomes appropriate.

What happens if I don't know why I'm in time out?

If at the end of the five minutes you do not know why you are in time out, the staff will give you an additional five minutes to think about it.

If at the end of the second five minutes you still do not know why you are in the time out, staff will tell you what it was you did to earn the time out.

You will then serve a third five minute time out and staff will come back one last time and ask you what you did to earn a time out. If you are taking a time out appropriately, the longest time you will be on the time out is 15 minutes.

What are other kinds of time outs that I may earn?

There are two types of room time outs:

30-5

A 30-5 is earned if you refuse to take a 5 minute time out OR are demonstrating continuous non-compliance with the time out expectations.

If you refuse to take a time out, you will be required to maintain 30 minutes of appropriate behavior in your room or in one of the time out rooms.

After completing 30 minutes of appropriate behavior in your room, you will be required to take the original five minute time out that you refused to take. You may want to note that it does not make sense to refuse to take a time out, since you will eventually be required to take it before you come back in the program. **No points or privileges can be earned while you are in a room time out.**

30-30-5

A 30-30-5 is earned for any kind of aggressive gesture, threatening, talk or actions, excessive damage to property, or tampering with fire equipment. Please note that if you demonstrate severe aggressive behavior you will be placed on administrative intervention which can include filing a police report, notification to the court, disciplinary segregation, etc.

If you earn a 30-30-5, you will need to act appropriately for 30 CONTINUOUS MINUTES in a sterile room.

After the 30 minutes of continuous appropriate behavior has been completed, you will be given a thinking report to complete for the next 30 minutes. You must sustain appropriate behavior for those 30 minutes or the time out will start over.

After successfully completing this second 30 minute period, you will take a five minute time out in the program.

No points or privileges can be earned while you are in a room time-out. Any time you have a room time out you will also have to complete a time out in the program area. If you refuse to complete any portion of a time out the time out will start completely over.

What is appropriate behavior while I am in a room time out?



- Remain quiet
- Ignore everyone who talks to you except staff
- Sit on your bed, but do not sleep (eyes open)
- Complete a thinking report (RSA which means Rational Self Analysis). This will help you look at the choices you make and how things you tell yourself lead to your behaviors. Before you come out of your room, staff will assist you to complete a thinking report.
- Name the inappropriate behavior that earned you the time out when asked by staff.

After completing your orientation, staff will ask you to practice taking a time out. The purpose of this is to give you the opportunity to learn how to do it correctly, and to allow you to see how easy it is to take a time out.

Most residents here would rather be somewhere else than in this detention center. It is very easy to convince yourself that the most important thing is getting out of here as soon as possible.



What is an Administrative Intervention and how will it affect me?

Administrative Intervention is the removal of a resident from the program after they have failed to be successful in the established program of behavior management.

The resident is transferred to the RSA unit and a plan is created to meet their needs. When a resident is removed from the program, they are no longer entitled to any of the other benefits associated with the program. This means you will not earn points, pluses, coupons or earn any other benefits of the program.

What happens when an Administrative Intervention is not successful?

The disciplinary process is initiated by the administration and at that time, the resident would be subject to the established disciplinary violations and penalties. In addition, if the behavior

is of a violent nature and results in injury to other residents or staff, formal charges will be filed with the local police agency.

WHAT IS THE MOST IMPORTANT PART OF THE BEHAVIOR PROGRAM?

Changing your thinking may help you change your behavior and deal with your problems so that you will not have to ever come back here or any place like this again!

Some residents return; some do not. The difference is that some learn to change their behavior and learn how to deal with their problems so they don't come back.

It's up to you!

