Twin Rivers Community Facility

Program Handbook

Updated March 2020
Contents
Overview ................................................................................................................................. 1
Program Introduction .................................................................................................................. 2
Program Orientation ..................................................................................................................... 3
Programming Opportunities ........................................................................................................ 5
Community Engagement and Family Visitation ........................................................................... 8
Personal Wellness .......................................................................................................................... 11
Treatment and Coaching ............................................................................................................... 15
Program Expectations and Privileges .......................................................................................... 17
Fire and Emergency Procedures .................................................................................................. 22

Twin Rivers Community Facility
605 McMurray Street
Richland, WA 99354
(509) 734-7120
Overview
This handbook provides an overview of the Twin Rivers Community Facility program, information about many interesting opportunities and our expectations while you reside here. Twin Rivers is a great place to accomplish your desired goals as you complete your time with Juvenile Rehabilitation (JR). If you have any questions, please have your case manager reach out to any of the below listed Twin Rivers staff or counselors.

William Chapin, Community Facility Administrator
Jamie Skorick, JR Supervisor

Michael Waite, JR Residential Counselor
Jesse Garza, JR Residential Counselor
David Roberts, JR Residential Counselor
Alisha Rowe, JR Counselor Assistant
Icela Gonzalez-Molina, JR Counselor Assistant
Connie Lopez, JR Counselor Assistant

Phone: (509) 734-7120
Program Introduction

Twin Rivers Community Facility is one of eight state group homes for JR youth and houses up to 16 young men. Twin Rivers is committed to fostering a warm and caring environment so that you feel safe in making big changes. Twin Rivers also provides education, vocational training and skills-based treatment services to help you successfully transition back into the community.

Treatment at Twin Rivers is based on the Integrated Treatment Model. Dialectical Behavioral Therapy skills are taught in weekly groups and are a part of your treatment plan. We will also help you build skills to find work, be successful in school, problem solve and to get your needs met “pro-socially” in the community.

At Twin Rivers Community Facility, we understand that everyone is unique, with diverse backgrounds, different ways of expressing yourselves and individualized strengths and needs. Staff are encouraged to look at each resident and situation individually and help you reduce behaviors that may get in the way of your goals. Part of your treatment plan will be to identify things that motivate you and establish achievable short and long-term goals.

Living at Twin Rivers allows for lots of privileges – more time in the community, more time with your family, opportunities to earn money and continue your education. With that comes a higher expectation of pro-social, adaptive behavior and an increased need to establish trust. There are many rules, especially regarding community access. It is important that you follow these rules at all times. During your orientation, we will review these rules and expectations with you.
Program Orientation
JR institutions refer youth to community facilities through the eligibility process outlined in JR policy. Upon arrival, each resident goes through an orientation process. This includes meeting with your assigned counselor, taking inventory of your belongings, touring the facility, introducing you to residents and other staff and reviewing basic program rules and expectations.

Safety
At Twin Rivers, we want you to not only be safe, but also feel safe. It is important for you to know that your privacy matters and we do not tolerate any physical or emotional intimidation by peers or staff. Staff do not physically restrain residents. Your privacy is considered and respected. Staff want to hear your concerns. If at any time you do not feel safe in the program or in our local community please inform staff immediately. We will discuss the issue with you and help to identify some solutions to remedy the situation.

Your Right to an Abuse-Free Environment
Twin Rivers is committed to protecting your right to be safe from sexual abuse and sexual harassment. We have a zero tolerance policy toward all forms of sexual abuse and sexual harassment. This means every report of abuse or harassment is investigated. As part of your orientation, you will receive a safety guide on sexual abuse and harassment, and complete a PREA Education session reviewing the following:

- Your right to be free from sexual abuse and sexual harassment
- Ways you can protect yourself
- How you can report incidents
- Your right to be free from retaliation for reporting sexual abuse or sexual harassment
- The zero tolerance policy at Twin Rivers and in JR
- The response procedures to sexual abuse and sexual harassment

We strongly urge you to report incidents or suspicions of sexual abuse and sexual harassment in the following ways:

- Tell your counselor, a supervisor, teacher, nurse or any staff at Twin Rivers you feel comfortable speaking with
- Tell someone you trust
- Call the END HARM Hotline at 1 (866) 363-4276
- Fill out a youth complaint form and turn it in (complaint box is checked daily Monday-Saturday)
- Call the 24-hour Victim Services Hotline 1-888-560-6027

Privacy
All residents have a right to shower, perform bodily functions and change clothing in privacy. The only exceptions to this is in an emergency safety situation (example: if you fell in the shower and needed medical assistance). In order to maintain your privacy we recommend changing clothes in the bathrooms. Residents must be fully dressed (shirt and shorts) when moving from the bathroom/shower back to their bedroom (you may not walk to your room wrapped in a towel).

You may also change in your room. Each room has a closet area that is out of view of the room window, please utilize this area when changing your clothing.
When staff are checking on residents, they will knock first and wait for a response. This is when you should inform staff that you are changing clothes. They will not come in. Staff only enter your room in this instance if there is a safety or security issue.

During sleeping hours, you are required to be fully clothed in pajamas (t-shirt or tank top and shorts, sweats, etc.).

Your Voice and Opinions Matter
At Twin Rivers, we will teach you how to get your voice and opinions heard in an effective way. We welcome your feedback and provide opportunities for you to participate in program planning and discussion groups, as well as opportunities to give your opinions, comments and feedback directly (in group or meetings) and indirectly (through feedback forms).

Treatment and Programming
At Twin Rivers, we incorporate Dialectical Behavioral Therapy (DBT) as part of JR’s Integrated Treatment Model (ITM). Below is a general outline and description of the core components. Your counselor can discuss these further with you when you meet.

The Five Functions of Integrated Treatment Model
1. Motivation and Engagement of Clients
   - How can we motivate you to want to be in treatment and keep you engaged in the process?
2. Enhancing Capabilities of the Client (Skill Acquisition)
   - You will gain skills through acquisition groups and one-on-one counseling to help you manage your relationships, school and work and life events.
3. Skill Generalization
   - We help to ensure you are able to use the skills you have learned in a variety of contexts or settings. This is done through role-play practice and exposure to new places and situations (i.e. public school, job in community, new friends, etc.)
4. Structuring the Environment
   - We will help to create a place where you feel comfortable learning and using new skills. We will help to create an atmosphere that promotes your success and teach you how to structure your own environment for both short-term and long-term success.
5. Motivate and Engage Treatment Providers
   - This area of the ITM is for managers to make sure they motivate and engage the counseling staff to stay focused on the ITM model and provide you the best treatment guidance they can.
Programming Opportunities
Education, Employment and Day Program

All residents are required to have a full time work and/or school program. Upon arrival, you will meet with your assigned counselor and the schoolteacher to assess the best program for you. If you have not earned your GED or High School Diploma, you will be required to work towards one or the other during your stay. Together, you will develop a personalized plan that links your goals with your treatment needs.

The purpose of a structured day program is to provide opportunities to develop a work ethic and follow a schedule. All residents are required to complete details daily and have them approved by staff.

<table>
<thead>
<tr>
<th>Day Program Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>7-7:30 a.m.</td>
</tr>
<tr>
<td>7:30-8 a.m.</td>
</tr>
<tr>
<td>8-11:30 a.m.</td>
</tr>
<tr>
<td>11:30 a.m. - 12 p.m.</td>
</tr>
<tr>
<td>12-2:30 p.m.</td>
</tr>
<tr>
<td>2:30-4:30 p.m.</td>
</tr>
<tr>
<td>4:30-5:30 p.m.</td>
</tr>
<tr>
<td>4:30-7 p.m.</td>
</tr>
<tr>
<td>7-8:30 p.m.</td>
</tr>
<tr>
<td>8:30-10 p.m.</td>
</tr>
</tbody>
</table>

Note: Times may change to meet other programming needs.

Twin Rivers In-House School
Youth who do not have a GED or high school diploma will attend Twin Rivers In-House School. Our program has one full-time teacher from the Richland School District that works with you individually to accomplish your educational and vocational goals. We can provide credit recovery courses designed to catch you up and get you back on track with your grade level. You can also enroll in GED prep and study for your GED. When your scores are high enough, you can test for and receive your GED. Upon arrival to Twin Rivers, all high school youth will attend our in-house school. Showing a positive attitude, good attendance and pro-social behaviors in our in-house school is required prior to attend public high school.
Public High School
Rivers Edge High School in Richland is available for those that qualify. Maintaining a high level of motivation and engagement in treatment programming is required to attend public school. You may have the opportunity to compete in high school sports for Hanford High School. Prior to joining any school sport, you will have an interview with Richland School District Administration and the Athletic Director of Hanford High School to discuss your progress in programming and your athletic goals.

College
- Columbia Basin College is a local communication college offering two-year Associate Arts degrees and some trade certifications
- Washington State University Tri-Cities is a branch of WSU offering four-year degrees and some Masters level programs

Technical School
Tri-Tech Skills Center is a high school vocational program offering opportunities to learn about numerous trades such as construction, mechanics and cooking. You must be enrolled in high school to attend this program.

If you attend school in the community, there are some expectations:

1. Comply with the rules and policies of the school you are attending.
2. Before leaving Twin Rivers for school, you must sign out. Both you and your belongings are subject to search.
3. Sign a Conditions of School Involvement form. Your school, counselor and supervisory staff will sign the form as well. The document informs the school of your legal obligations and criminal history.
4. Remain on the school campus during school hours (do not leave during breaks or lunch)
5. You are responsible for the payment of all school fees. If you do not have the means to pay for school fees, speak with your counselor and management so they can assist with payment options.
6. Staff will make random site checks at school to ensure you are present (in class, at lunch, etc.). They will also check on your attendance, participation in class and grades.
7. Staff transport residents to and from school during their first 30 days at Twin Rivers. After that, you can ride the bus or walk to school. You and your counselor will determine the best form of transportation for you. Note: The privilege to self-transport is dependent on your trust level in the program. At no time will you be able to ride in a car with friends from school.

Employment
There are a number of job opportunities in the local community. Staff will work with you to find employment options. Jobs are dependent on what is available. Some opportunities may start within a few weeks of residence and some may take several months to secure. When you secure employment, you, your employer and the Twin Rivers administrator must sign an employment agreement. This form explains the core rules and conditions you will need to be aware of while you are working. You and your counselor will review this form prior to starting your job. It is vital to remember that when you are working in the community, you are representing Twin Rivers and Juvenile Rehabilitation. Following the rules and regulations outlined in the Employment Agreement is extremely important.
Security regulations require staff to transport youth to work during their first 30 days in residence. Residents who attend school only part-time are encouraged to find part-time employment to provide for personal needs and to gain employment skills.

Staff assess behaviors, responses and overall program motivation throughout the entirety of your stay. This assessment helps to determine the level of community involvement you will have. Prior to any new community program, staff will work with you on improving pro-social behaviors so you can achieve all of your goals.

**Work Incentive**

Twin Rivers offers a work incentive program for eligible residents. The pay is $1.50 per hour and is designed for residents who cannot obtain regular employment in the community. If you are interested, please speak with your counselor to see if you qualify for this program.

If you work in the community, there are some expectations:

1. Before leaving Twin Rivers for work, you must sign out. Both you and your belongings are subject to search. Once you have signed out you may not return to your room without a staff present.
2. Provide staff with your work schedule one week in advance or as soon as it becomes available. Staff will confirm your work schedule with your supervisor/manager.
3. Remain on site during your shifts, including during breaks.
4. Travel directly to and from work as outlined in your pre-arranged route in your treatment addendum.
5. When self transporting, call the facility immediately upon arriving to your work site to check in.
6. Staff transport residents to and from work during their first 30 days at Twin Rivers. Unauthorized rides are prohibited and all alternate transportation must be approved.
7. Requests for overtime or schedule changes will be verified with the immediate work site supervisor and Twin Rivers staff.
8. Call Twin Rivers as soon as your shift is complete to say, “I am done with my shift and am walking to the bus stop.” Failure to call may result in consequences.
9. Sign an Employer Agreement prior to starting work. You must comply with all rules and regulations set forth in the agreement. The Employer Agreement outlines the supervision requirements and states your criminal history.
10. If you no longer want to work at your job, please discuss this with your counselor prior to taking any action. It is customary to give a two-week notice to all employers.
11. If you are fired or quit without notice, you will be required to meet with the Twin Rivers supervisor and your counselor to discuss the next steps.
12. Twin Rivers staff must pick up all paychecks. You are not allowed to pick up your paycheck from your employer.
13. When returning to Twin Rivers from work, you need to sign in and are subject to search including belongings (backpacks, binders, etc.).
14. Employment locations and hours you can work vary; work with your counselor and the supervisor to determine which opportunities are appropriate.
Community Engagement and Family Visitation

Family Visitation
We encourage as much family and community support contact as reasonable during your stay at Twin Rivers. In order to visit, your family must first call ahead and speak with your counselor. After this, we will add them to your approved visitor list and they can begin to schedule visits during visiting hours. All visitors are screened for suitability; persons currently on parole or with outstanding court obligations may be restricted from visiting. All children who are visiting Twin Rivers must be under the direct supervision of a parent or guardian at all times.

- Parents/legal guardians do not require approval unless visiting is contrary to an order or recommendation by the court, or deemed necessary by JR. Approval includes any family member residing in the parent/guardian household. If parents are separated or divorced, approval is automatically extended to both households.
- All other relatives including siblings residing outside the parent/guardian household require approval by your assigned counselor or the program supervisor.
- Visitors are required to schedule visits at least 24 hours in advance.

Non-Family Visitors
After your first 30 days in the program, you are eligible to have non-family visitors. Your counselor must approve all non-family visitors prior to their arrival. This typically requires a minimum of 24-hour notice. All visitors that are under the age of 18 must have parental approval to visit the Twin Rivers campus. You can work with your counselor to arrange for non-family visitation. Children under 16 years old must be under direct supervision of their parent/guardian during the visit.

Visiting Hours
Visiting hours are Saturday from 1 p.m. to 9 p.m., Sunday 10 a.m. to 8:30 p.m. and Monday-Friday from 9 a.m. to 8:30 p.m. You must plan these visits in advance with staff. Residents are not allowed to miss school, work or treatment groups for visitation.

Additionally, visitors must leave the premises during meal times.

Visiting Procedures
- All visitors must check in with the staff on duty, sign the visitor log and present valid photo ID.
- Items brought into the facility must be checked in and searched by staff. Staff will inventory clothing before returning to the resident.
- Staff will document and confiscate restricted items and return the property to you upon release.
- All money must be given directly to staff. This money will be receipted and deposited into your youth account.
- Smoking is not allowed on Twin Rivers property.
- Tobacco products and lighters are not allowed in the facility.
- Residents are not allowed to use or be in possession of cell phones during visits.
- Visitors may bring food and clothing for residents at Twin Rivers. All items are subject to prior approval by staff and will be searched and inventoried.
- Visits take place in the dining room or weather and staff permitting, outside in the backyard.
- Visitors are not allowed down the hallway or in resident rooms without staff present.
- Physical contact during visits is prohibited.
Family Outings (Community Involvement Passes)
Once you have been in the program 30 days you may be eligible to go on family outings. Family outings can last from 1-12 hours depending on your level in the program (a typical CIP lasts approximately five hours). All outings are required to be in the general area of the group home and in a location that staff can access for community checks. You can meet with your counselor to arrange for family outings and to review guidelines for family outings.

Note: In order for a family member to pick you up and take you on an outing they must be able to present staff with a current driver’s license and a valid vehicle insurance card. Your supervising adult must also review with staff an Orientation to Community Involvement Passes document prior to your first CIP.

Authorized Leave
After you have surpassed your 60% date, you are eligible for authorized leave. Authorized leave is based on your level of motivation and engagement in treatment, your parent/guardian’s level of involvement in your treatment and your trust level in the program. All Authorized Leaves must support family involvement, treatment and transition. You can meet with your counselor to review guidelines for authorized leave.

Telephone Use
Your counselor will work with you to create a list of approved contacts. All incoming/scan calls are limited to 15 minutes. We want all youth to have equal access to the phones, so it is important to be mindful of other’s needs. If phones are in high demand, you may have wait to make another call.

- Calling hours are from 9 a.m. to 8:45 p.m.
- No incoming calls before 3 p.m.
- All calls are documented in the phone call log
- Staff assist with placing all calls, including long distance calls
- You may only receive from and make phone calls to people on your approved phone contact list
- No calls may be transferred to third party, another resident or another phone number
- Staff will not monitor any calls without letting you know ahead of time

Resident Funds
While at Twin Rivers, you may receive or earn money. Twin Rivers staff are the assigned custodians of all money received by youth. Staff will document and receipt all money and place it in the youth’s individual in-house account. Youth should immediately turn in all money to the staff on duty.

- You will work with your counselor on developing a budget and financial goals. You will also review your restitution balances and develop a financial obligations payment plan.
- Loaning or borrowing money from other residents, staff or community members is prohibited.
- You will be required to assist and sign off on all banking/resident fund transactions.
- Staff return funds to you upon release or forward to the receiving institution in case of transfer.
- Twin Rivers staff collect all paychecks, most businesses use direct deposit and this is acceptable.
- Residents will provide receipts for all purchases made while on community involvement passes, authorized leaves or staff-escorted shopping trips.
Written Correspondence
We encourage you to write often to your family. Twin Rivers supplies envelopes, postage, paper and pencils for writing letters.

Staff open all incoming mail. Staff will ask you to be present for opening legal or attorney-client mail. Staff will not read legal mail unless you give them permission to do so. Staff do not read mail, but do screen your mail for contraband and/or money. Staff receipt and place your money is a designated safe to be deposited into your account.

Staff confiscate contraband and any mail bearing gang symbols, inappropriate photographs, obscene symbols or language or anything contrary to the treatment process.

Additionally, you may receive publications as long as they are pro-social in nature, not drug or alcohol related and do not objectify women.

JR prohibits mail delivery between facilities without supervisor approval. We will inform you in writing if mail from a source is restricted, and the reasons for restriction.

Community Service
In order to foster community involvement, develop support networks, give back to the community and practice social skills, community service is a requirement at all JR community facilities. This allows our residents to complete any community service hours owed to the court. There are numerous opportunities for youth to volunteer. All Twin Rivers residents are required to complete community service hours. These are available throughout the month as scheduled by staff. Staff will let you know when they are available. Positive participation in community service events is mandatory.
Personal Wellness
Twin Rivers supports personal wellness and healthy lifestyles. We have a full time cook who provides nutritious, balanced meals. Twin Rivers also provides some structure to encourage necessary levels of sleep and exercise. We have weights and a basketball court on site and routinely take hikes, walks, bike rides or play sports in the community.

Medical, Dental and Mental Health Services
Medical, dental and mental health services are available off site at community agencies. When you arrive, we will make an appointment so you can meet our doctor and set up any needed medical plan.

All residents are eligible for a DSHS medical card under the Medicaid program unless wage earnings exceed the allowable limits for eligibility. Your private insurance carrier may cover treatment. Medical coupons cover some basic services, while other services cost extra. Twin Rivers pays any necessary treatment not covered by medical coupons with approval by the program administrator.

It can take up to several weeks to schedule appointments. Please do not wait to speak with staff if you feel you need to go to the doctor, dentist, psychiatrist or a therapist. In the event of an emergency, staff will take you the nearest hospital emergency room.

Vision screening and corrective lenses are available from our local provider. Your medical coupon covers some basic services, while other services cost extra. Please speak with your counselor for details.

You must have a physician prescription for non-prescription drugs, herbal supplements, remedies or vitamins. Any costs not covered by your medical coupon or insurance is your responsibility unless approved by your counselor, the supervisor or the administrator.

Twin Rivers prohibits keeping medications in resident rooms or personal possession. Staff manage all medication. Staff supervise consumption of any medication.

A current immunization record is required for school attendance. If your record date is not current, it will be necessary to bring it into compliance with required vaccinations.

If you refuse medical or dental care, you need to sign a waiver releasing Twin Rivers from any responsibility. Taking your prescribed medication(s) is voluntary, though refusing your medication results in consultation with the supervisor or administrator.

If you need to miss school due to illness, you must remain at the house, sleeping or relaxing in your room. When sick, you must sign a sick status contract and cannot change status until the following day.
- All meals are served and eaten in your room
- No non emergency phone calls
- You will need to remain in your room and away from other residents for the day
- Missed homework must be made up

Mealtime Expectations
Good nutrition is important and Twin Rivers encourages a healthy, well-balanced diet. Twin Rivers provides three meals daily. Please inform your counselor of any food allergies – they will notify the cook to make accommodations. Below are a few mealtime expectations:
- Let your counselor know of any dietary needs based on cultural or religious practices
- We’ll make you a cake of your choosing for your birthday
- Special treats are prepared for various occasions and holidays
• You must wash your hands before meals and snacks
• Ask staff for permission to enter the kitchen
• Do not trade food
• Only take as much food as you plan to eat (you can have more food after everyone has had a chance to eat)
• All residents are required to report on time to meals and either accept or decline the meal
• Please be courteous and respectful during mealtime (say please, thank you and talk at a reasonable volume)
• Foul language is not tolerated
• Please wear shirts with sleeves, close-toed shoes and pants/shorts at all meals
• Must remove hats and hoods during meals
• Eat all food in the dining room
• Residents may not watch TV, play video games or make phone calls (etc.) until all meal details are completed
• When you have finished your meal, ask staff to excuse you from the table
• Remain in common area after meals
• If you miss a meal due to work, school or an appointment, snacks, sandwiches, etc. will be provided for you when you return.

### Mealtime Schedule

<table>
<thead>
<tr>
<th></th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>7 a.m.</td>
<td>7 a.m.</td>
<td>7 a.m.</td>
<td>7 a.m.</td>
<td>7 a.m.</td>
<td>9:30 a.m.</td>
<td>9:30 a.m.</td>
</tr>
<tr>
<td>Lunch</td>
<td>12 p.m.</td>
<td>12 p.m.</td>
<td>12 p.m.</td>
<td>12 p.m.</td>
<td>12 p.m.</td>
<td>12 p.m.</td>
<td>12 p.m.</td>
</tr>
<tr>
<td>Dinner</td>
<td>4:30 p.m</td>
<td>4:30 p.m</td>
<td>4:30 p.m.</td>
<td>4:30 p.m.</td>
<td>4:30 p.m.</td>
<td>4:30 p.m.</td>
<td>4:30 p.m.</td>
</tr>
</tbody>
</table>

You are allowed to have a reasonable amount of non-perishable food to be kept in your room (snack box). You cannot access your snack box until 2:30 p.m. daily. Below are a few snack box expectations:

• Your snack box is a little bigger than a normal sized shoebox. You are not allowed to have more snacks than will fit in your box.
• You cannot take raw, cooked or otherwise perishable food out of the dining room (it could spoil and make you sick). Plates, cups, bowls must remain in the dining area.
• Trading amongst residents in not allowed at Twin Rivers.

### Bedroom Cleanliness

We have minimum standards for room cleanliness at Twin Rivers. It is important for yourself and your roommates that your room is neat and orderly. Rooms should be cleaned daily when you wake up and kept neat through the day. You are responsible for your possessions. The following are the basic expectations for room cleanliness:

• Bed is neatly made
• Desk, dressers and tables are neat and free of dust
• Floor is swept and cleaned, rugs are vacuumed when necessary
• Clean clothes are in your wardrobe/dresser and dirty clothes are in the basket
- Waste containers are emptied
- Hang clothes on drying racks or in your closet (not on windows or extinguisher)
- Beds, desks and other furniture must remain in designated areas, please do not rearrange furniture in your room

We check bedrooms in the morning, during weekly detail generals and at staff discretion.

**Bedtime, Hygiene and Lights Out**

Bedtime dress code is pajamas or shorts and a t-shirt. Residents cannot go to bed fully dressed or with shoes on.

### Bedtime and Lights Out Schedule

<table>
<thead>
<tr>
<th></th>
<th>Motivation and Engagement (level 1)</th>
<th>Support and Monitor (level 2)</th>
<th>Generalization (honor’s level 3)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Hygiene</td>
<td>Overhead Lights Out</td>
<td>Reading Light &amp; Quiet Activity</td>
</tr>
<tr>
<td>Sunday-Thursday</td>
<td>8:30 p.m.</td>
<td>9 p.m.</td>
<td>9 – 10 p.m.</td>
</tr>
<tr>
<td>Friday-Saturday</td>
<td>8:30 p.m.</td>
<td>9 p.m.</td>
<td>9 – 10 p.m.</td>
</tr>
<tr>
<td></td>
<td>9 p.m.</td>
<td>9:30 p.m.</td>
<td>9:30 – 10:30 p.m.</td>
</tr>
<tr>
<td></td>
<td>9:30 p.m.</td>
<td>10 p.m.</td>
<td>10 – 11 p.m.</td>
</tr>
<tr>
<td></td>
<td>10:30 p.m.</td>
<td>11 p.m.</td>
<td>11 – 12:30 a.m.</td>
</tr>
</tbody>
</table>

Note: Quiet activities are defined as reading, writing, crossword or Sudoku puzzles, drawing.

Hygiene is important. If you don’t practice basic hygiene, your counselor will work with you to address the issue. Twin Rivers provides the following hygiene products:

- Soap/body wash
- Shampoo
- Toothpaste
- Toothbrush
- Combs
- Antiperspirant
- Shaving cream
• Disposable razors
• Shower slippers

Additional or special supplies are your responsibility unless required for medical reasons. Twin Rivers prohibits products in aerosol cans.

You are responsible for your own haircuts, however if you don’t have a source of income Twin Rivers will arrange your haircut. You may own clippers and cut your own; however, Twin Rivers prohibits designs or gang-affiliated hairstyles. Be sure to consult staff prior to cutting your hair.

Laundry
Twin Rivers provides all residents with a fitted sheet, flat sheet, pillowcase, pillow, blanket, washcloth and bath towel. Staff provide additional blankets to residents on request. Residents can provide their own blankets, bedspreads and pillows with staff approval. Residents must wash their own laundry. Twin Rivers provides laundry detergent, bleach (dispensed by staff) and laundry basket. You may purchase your own laundry detergent and dryer sheets if you choose.

Religion
Residents of Twin Rivers have the opportunity to participate in religious activities of their personal faith or belief. Participation is strictly voluntary and the request for participation must come from the resident. You may attend church/religious activities after your first seven days, under the supervision of staff or registered volunteers.

Journal Cards
Staff or your DBT group leader give you Journal Cards to use. You will work with your counselor to determine when you will complete cards.

Enrichment Time
Enrichment Time is a designated time, Sunday-Thursday from 4:30 p.m. to 7 p.m., where all electronics (TV, Video Games) are turned off and put away so you can focus on treatment or school work, participate in a session with your counselor or maybe go on a group outings. This is a time to do laundry, get your room in order, exercise or other self-guided activities.

1. You are not restricted to your room, the milieu and yard (given staff availability) is open
2. You may listen to music with headphones only
3. The billiards table is shut down during this time – board and other interactive games are encouraged
4. Phone calls during this time are limited to the following schedule: Level 3 phone calls start at 6:00 p.m., Level 2 phone calls start at 6:30 p.m.
Treatment and Coaching

Individual Counseling

Twin Rivers administration assigns counselors to youth prior to arriving to the facility. A counselor or administrative representative will call you prior to your arrival. Your counselor will help you through the treatment process and communicate with your family and parole counselor. Your counselor will meet with you weekly for individual counseling.

The first priority in your individual counseling sessions will be to orient you to treatment. You will meet for a minimum of one hour every week. Your counselor will work to develop a therapeutic relationship with you and will review limits of confidentiality (what will remain confidential and what will have to be reported or discussed with other staff). Together you will identify behaviors to increase the positive changes you are making in your life. You will also look at the trouble behaviors that got you here. Your parents or guardians will be involved in your treatment as much as possible. When challenges arise during your stay, we will process and work through them with the goal of learning from mistakes and having positive outcomes.

During sessions, you will discuss what has worked well for you in the past and what has not. In addition, you will share what skills you have already learned and areas that you would like to continue to grow. Alongside staff, you will identify both short and long-term goals to work toward while at Twin Rivers and beyond. Your regular sessions will focus on finding target behaviors that you and your counselor agree are important for your growth. Chain analysis will also be used to help you and your counselor assess your behaviors and the “function” of your behaviors so that you can work together to make changes.

Journal Cards

Staff or your DBT group leader give you Journal Cards to use. You will work with your staff and group leader to determine when you will complete journal cards. Completing Journal Cards and tracking your behaviors is part of your treatment program.

Treatment Groups

All residents participate in weekly treatment groups. There are varieties of groups you may participate in.

1. **DBT Acquisition Group** – This group meets once a week and teaches ways to manage anger, emotions and frustrations, and can help you develop effective interpersonal skills. There are four separate teaching modules including mindfulness, interpersonal effectiveness, emotion regulation and distress tolerance. These modules provide specific skills to practice in the program and in the community. Additionally, opportunities for role-play scenarios will help you practice and strengthen your skills in problem solving.

2. **DBT Generalization Skills Group** – This group meets once a week and uses role-play scenarios to help you practice skills learned in acquisition group. The goal is for you to try to solve the issues described in the role-play.

3. **Independent Living Group** – This group reviews money management, job search techniques, looking for apartments, budgeting and other life skills. This group meets as scheduled.

4. **House Meeting** – These meetings address house issues, communicate information and allow residents to provide input on program. These meetings take place throughout the week.
5. **Resident Council Meetings** – Residents hold this meeting on Tuesdays from 3:30 – 3:45 p.m., and report to the staff meeting from 3:45 – 4 p.m. This meeting addresses house issues, identifies ‘Staff of the Week’, and provides input for program changes.

**Specialized Treatment**

Some residents need specialized treatment services. These allow youth to get the individualized treatment they need and helps youth from the area continue treatment while on parole or after release from Twin Rivers.

1. **Drug and Alcohol Outpatient or Intensive Outpatient Services** – Residents who have a documented history of drug and/or alcohol abuse will receive a drug and alcohol assessment upon arrival to Twin Rivers. Completing an in-patient program does not necessarily determine that you are done with treatment, most often continuing outpatient treatment is recommended. We work with First Step Community Counseling Services who provide us with a licensed chemical dependency counselor. We have chemical dependency groups twice a week (Monday 2-3:30 p.m. and Thursday 2-3:30 p.m.), and individual counseling as required (typically twice a month). Treatment is a high priority. Twin Rivers expects youth to maintain compliance with all aspects of treatment programming. Twin Rivers requires random breathalyzer and urinalysis tests as part of your treatment.

2. **YSO Treatment** – A certified sex offender therapist and sex offender coordinator provide assessment, individual counseling and group sessions. The YSO providers collaborate with Twin Rivers counselors to ensure youth get the best treatment for their individual needs.

3. **Mental Health Treatment** – Specialized treatment providers in the community are available to serve your mental health needs while at Twin Rivers. This includes assessment, individual and group therapy, medication management and any other mental health services you may need.

4. **Tobacco Cessation** – Smoking is not permitted within JR facilities or while under the supervision of JR. Staff can arrange smoking cessation classes upon request.

5. **Sex and Health Education** – Twin Rivers has some trained staff in SHARP (a sexual health education curriculum). Twin Rivers may work with community partners to provide sexual health education. Twin Rivers works with SARC (Sexual Advocacy Resource Center) to provide confidential counseling and support to victims of violence.
Program Expectations and Privileges

Twin Rivers has a level system – Motivation and Engagement, Support and Monitor and Generalization Level. Below is an explanation of the expectations and privileges you can earn.

Motivation and Engagement Expectations (Level 1)
- Learn program and rules
- Open and willing to ask questions
- Complete diary card daily
- Willingness to get to know staff and peers
- Weekly counselor meetings to discuss treatment plan and goals
- Work with counselor to develop a day program whether it’s school, work or a combination of both
- Willingness to effectively accept cues, follow directives and be coached by staff
- Complete a behavior chain on committing offense or most recent behavior
- Pass the program rules test to level up

Motivation and Engagement Privileges
- Visits from immediate family members only
- Two phone calls per day to family only
- Listen to radio
- Church outings with a volunteer (after first seven days in program)
- Job hunting in the community
- Can earn points for the resident store (can only spend points if you’re a Level 2 or higher)

Support and Monitor Expectations (Level 2)
- Demonstrate positive, skillful interactions with peers and staff (no victimization of peers, ability to get your opinion heard in an effective manner, limited coaching from staff)
- Ability and willingness to “problem solve” or “correct-over-correct” with peers or staff
- Attend all treatment and school sessions with positive participation
- Treat house property respectfully
- Step up and help out when asked (i.e. with details or general)
- Work with counselor on treatment plan and continue to complete diary card daily
- Begin to understand functions and drivers of your behavior
- Follow basic program expectations with periodic staff coaching (i.e. with details, room expectations, showering, language in milieu, etc.)

Support and Monitor Privileges
- Eligible for Community Involvement Passes (after first 30 days in program)
- Eligible for Authorized Leaves (after 60% date)
- Self-transporting (after 30 days in program)
- Church outings with a volunteer (after first seven days in program)
- Three phone calls per day – one to a friend, two to family
- Ability to have radio, CD’s, iPod
- Able to go shopping with staff on designated level 2 shopping days (first and third Friday)
- Able to have music equipment – Guitars, keyboards, music mixing equipment, microphones
- Can earn and spend points in the resident store
Generalization Expectations (Honors Level 3)

- Minimal coaching needed from staff
- Be able to disagree and get your opinion heard in a skillful and effective manner
- Take a leadership role in milieu, groups, etc.
- Go out of your way to help out around the house
- Manage your daily schedule independently with minimal cues from staff
- Show a willingness to co-facilitate group
- Work with your counselor to be able to generalize your treatment
- Complete and follow general program requirements without staff guidance (details, rack times, meal times, etc.)

Generalization Privileges

- Independent CIPs (after 60% date, pass must relate to treatment or transition)
- Authorized Leave (after 60% day)
- TV in room
- Game system in room
- Able to have a hand held game system
- Four daily phone – two to family, two to friends
- Eligible to request a Level 3 outing utilizing your own funds (movies, dinner, bowling, etc.)
- May have goldfish or beta in room
- Later rack and bed times

Program Policy

To ensure residents have a safe environment to focus on treatment issues and goals for reentry, Twin Rivers has many program policies. These policies explain rules, expectations and consequences for not meeting expectations or for breaking rules. Below is a general overview of the basic rules and procedures you need to know:

- No solid or majority colored red or blue shirts, shorts, sweaters, tank tops, jackets, shoes, shoe laces, hats, etc.
- No color blocking of clothes (i.e. solid color shirt, solid color pants and solid color shoes)
- No knee high socks worn with khaki or “Dickie” style shorts (athletic shorts are okay)
- No hanging of belts
- No graffiti, colors, sagging, rags, signs (signing), symbols, clothing or jewelry that identifies you as a gang member
- Nothing deemed “gang related” by staff, will be tolerated, including any type of gang affiliated whistling or calling out
- Residents with gang or convict identifying tattoos will keep them covered while in the community and the milieu
- No pets
- No chasing or harassing wildlife, including snakes, ground hogs, bunnies, etc.
- No furniture blocking door entrance/exit
- No coverings of any kind on bedroom door window
- No covers, including blankets, over closets
- Bedroom furniture may not obstruct staff vision while you are sleeping, including placement of dressers, televisions, etc.
- Television screen must face the door window of your room
• Sign out each time you leave the facility and have staff initial; the sign out/in sheet is located on the clipboard at the duty station window
• Sign-in upon your return to the facility and have staff initial
• No tattooing, piercing or other forms of disfigurement during your entire stay at Twin Rivers (this includes during CIPs and ALs)
• All residents are expected to eat meals together and remain in the dining area until staff excuse everyone
• No smoking or chewing tobacco
• Report any broken item or damages to facility property to staff immediately.
• All residents are to come inside the facility at dusk (unless with staff supervision)
• No swearing or derogatory gestures
• Must remain respectful and accepting of all peers, staff and contractors throughout your stay

Review “R” Status
Review status is for residents who commit a serious rule violation or numerous smaller violations that are impacting the program. Residents whose behavior becomes a safety/security risk will automatically be placed on this level. A resident placed on review status can only be reduced after speaking with the supervisor and/or administrator. After processing the incident (and hopefully taking responsibility for your actions), the administrator or supervisor may put you back on a program level.

Review Level Expectations:
1. No offsite school or employment (typically youth will not leave Twin Rivers campus)
2. No off campus community activities
3. Must complete a chain analysis of behavior (this helps youth and staff understand behavior and identify alternative behaviors)
4. Counselor and youth develop a plan to address and prevent this behavior from continuing and commitments to increase skillful behavior will be made
5. Bedtime is at 8:30 p.m.
6. Only one phone call per day to parent/guardian
7. Cannot spend resident store points

Community Restriction
Twin Rivers provides a lot of community access. This requires appropriate behavior in the community and following staff directives and expectations. If you don’t do these things, you will be placed on outing restriction. That means being unable to participate in any individual or group outings in the community, whether with your family or supervised. Staff base the length of your community restriction on the incident and/or at their discretion.

Additional Procedures
• Fire and emergency drills are practiced routinely and at various times of day – when you hear the extremely loud fire alarm:
  o Leave the building at once
  o Gather on the basketball court in the backyard where staff will do a head count or out the main entrance and meet in the grass by the church next door
Listen and follow staff directions so that if a real emergency occurs you will know what to do
- Staff open all incoming mail for contraband and negotiable items
- Staff review outgoing mail and initial the envelope prior to sealing contents
- The Twin Rivers administrative assistant stamps and mails only reasonable amounts of personal mail daily
- All money goes through your Twin Rivers Community Facility Resident Account. This includes wages from work and gifts from family/others
- No R-rated movies and no M-rated video games (games rated “T” are at staff discretion)
- Insensitive or offensive room decorations are not permitted
- Gang related pictures, drawings or designs are not allowed and will be confiscated
- No gambling, trading, borrowing or loaning
- Bedroom areas are small and can get crowded – try to limit personal possessions to necessities
  - Twin Rivers is not responsible for your belongings
  - Please do not bring valuable or irreplaceable items
  - All personal items must be inventoried
- No open flames, lighters or any other behavior to ignite or start a fire – you will be held accountable for destroying or possible destruction of Twin Rivers property
- Details are done throughout the day and everyone is assigned to them (details change every other Sunday)
- Music
  - Please keep volume at reasonable levels
  - Music that contains swearing, glorifies violence, criminal acts or anti-social behavior is not allowed
  - When wearing headphones, keep one earbud out so you can hear staff directives or fire alarms
  - Turn off all electronic devices when you are not in your room
  - Do not overload bedroom power outlets

Complaint Services
If you have a complaint regarding your treatment at Twin Rivers, the first step is to discuss the issue with the person(s) you have the issue with. This requires effort on your part to approach the situation appropriately – staff can coach you through this process. If you have done this and feel your rights are still being violated or you are being treated unfairly, you can fill out a Youth Complaint Form located on the information board in the resident hallway. If you need help understanding the form, talk with the program supervisor or administrator. Fill out the complaint form and place it in the box above the fire extinguisher near the staff office. The complaint box is checked once daily Monday-Saturday.

Legal Services
Staff will not provide you with legal advice, but you can contact your attorney at any time. If you do not have an attorney, but would like to seek legal assistance, you can consult the information board in the resident hallway. There are Legal Assistance Request Forms located there. Team Child is currently the legal counsel for JR youth. If you complete a Legal Assistance Form please give it to your counselor, the supervisor or administrator and they will fax it to Team Child. It is important to let the administrator know when you request legal assistance so they can follow up to assure your request is answered. You can contact them at (877) 295-2714 or (206) 322-2444 x 101. Calls to your attorney do not count toward
your daily-allotted phone calls. If you have further questions, you can talk with your case manager, program supervisor or program administrator.
Fire and Emergency Procedures

Fire Drills
The fire alarm is a loud and continuous blast. Exit the building by the shortest and safest route. Meet on the basketball court in the backyard or in the parking lot right outside the front door (whichever is closer) for a head count. Staff will be in both meeting locations.

Actual Fire
Sound alarm (note alarm locations on fire escape map located throughout the house). Notify staff and/or call 911 immediately. Exit the building by shortest and safest route. Save life over any property.

Other Emergencies
Notify staff or call 911 immediately. Remain calm and cooperate with the proper authorities. Offer assistance only if you are sure it will help the situation. At Twin Rivers, our first consideration in any emergency is the protecting and saving of lives.