



- documented legal authority to accept juvenile;
- grievance and disciplinary record;
- referrals to other agencies; and
- final discharge report.

Comment: The record is a composite report including background information, ongoing progress reports, and current information. Any staff member should be able to obtain clear and concise knowledge about the juvenile and his or her progress through the facility record.

3-JCRF-1E-03 (Ref. 2-6080)

22. Written policy, procedure, and practice provide for the auditing of juvenile records at least monthly.

Comment: All records must be reviewed on a regular basis by staff to ensure that appropriate and accurate material is being entered. Policy must designate the persons who may have access to these records.

3-JCRF-1E-05 (Ref. 2-6079)

23. Written policy, procedure, and practice provide that appropriate safeguards exist to minimize the possibility of theft, loss, or destruction of records.

Comment: All records should be maintained in a secure location, preferably in an office area that has 24-hour staff coverage. Theft, loss, or destruction of records represents a potentially serious setback to the program and often to the juvenile.

Transfer of Records

3-JCRF-1E-06 (Ref. New)

24. Written policy, procedure, and practice provide that an updated case file for any juvenile transferred from one facility to another is transferred simultaneously or, at the latest, within 72 hours.

Comment: Continuity of programming for juveniles transferred from other facilities requires that staff have the benefit of a complete, cumulative case record as soon as possible.

Confidentiality

3-JCRF-1E-07 (Ref. 2-6081)

25. Written policy, procedure, and practice provide that records are safeguarded from unauthorized and improper disclosure. Manual records are marked "confidential." Written policy and procedure provide that when any part of the information system is computerized, security ensures confidentiality.

Comment: A juvenile's constitutional right to privacy can be violated if records are improperly disseminated. The facility should establish procedures to limit access to records to persons and public agencies that have

both a “need to know” and a “right to know” and can demonstrate that access to such information is necessary for juvenile justice purposes. Written guidelines should regulate juvenile access to records.

Juvenile Participation

3-JCRF-1F-09 (Ref. New)

26. Written policy, procedure, and practice govern the voluntary participation of juveniles in nonmedical, nonpharmaceutical, and noncosmetic research programs.

Comment: None.

Section G: Citizen Involvement and Volunteers

Principle: A written body of policy and procedure establishes the screening, training, and operating procedures for a citizen involvement and volunteer program.

Program Coordination

3-JCRF-1G-01 (Ref. 2-6212)

27. There is a staff member who is responsible for the supervision of a citizen involvement and volunteer service program for the benefit of juveniles.

Comment: A citizen involvement and volunteer service program can generate a wide variety of services for juveniles during confinement and after release. For example, information on referrals to release programs and recreational and cultural activities in the community. The staff member responsible for the program may be full-time or part-time, and the positions may be filled by volunteer or contract personnel. The responsible person should have or receive appropriate training.

Screening and Selection

3-JCRF-1G-05 (Ref. New)

28. Volunteers agree in writing to abide by facility policies, particularly those relating to the security and confidentiality of information.

Comment: Confidentiality of records and of other privileged information is critical. The facility should develop written policies and procedures specifying that volunteers respect all facility policies.

Orientation and Training

3-JCRF-1G-07 (Ref. New)

29. Written policy, procedure, and practice provide that each volunteer completes an appropriate, documented orientation and/or training program prior to assignment.

Comment: None.

Offer of Professional Services

3-JCRF-1G-08 (Ref. 2-6213)

30. Written policy specifies that volunteers may perform professional services only when they are certified or licensed to do so.

Comment: None.

Part II. Physical Plant

Section A: Building and Safety Codes

Principle: Compliance with professional zoning, building, and fire safety codes helps to ensure the safety of all persons within the facility.

Building Codes

3-JCRF-2A-01 (Ref. 2-6086)**Mandatory**

31. The facility conforms to all applicable state and local building codes.

Comment: Often a state or local jurisdiction will license a residential facility, thereby indicating its compliance with all building codes. In those cases when a license is not issued, letters or certificates of compliance are acceptable. If the facility is not subject to local (city and/or county) building codes, state codes will be applied to the facility.

Fire Safety Codes

3-JCRF-2A-03 (Ref. 2-6118)**Mandatory**

32. Exits in the facility are in compliance with state or local fire authorities or the authority having jurisdiction.

Comment: Battery-operated electric lights, portable lamps, or lanterns should be used for primary illumination of exits. Electric battery-operated lighting may be used as an emergency source where normal lighting has failed, as defined by the current edition of the National Fire Protection Association's *Life Safety Code*.

Section B: Size, Location, and Organization

Principle: The facility size and design encourage flexibility, creativity, and innovation in meeting the concerns for effective programming, safety, and quality of life.

Rated Capacity

3-JCRF-2B-03 (Ref. New)

33. The number of juveniles does not exceed the facility's rated bed capacity.

Comment: Rated bed capacity is considered to be the original design, plus or minus capacity changes resulting from building additions, reductions, or revisions.

Section C: Juvenile Housing

Principle: Juvenile housing areas are the foundation of facility living and must promote the safety and well-being of both juveniles and staff. The facility must approximate regular home and living conditions in its appearance.

Sleeping Areas

3-JCRF-2C-01 (Ref. New)

34. Each sleeping room has, at a minimum, the following:

- some degree of privacy for the juvenile;
- 35 square feet of unencumbered space per occupantCsleeping area partitions are required if more than four people are in one sleeping area;
- access to toilets and a wash basin with hot and cold running water 24 hours a day;
- a bed, mattress, pillow, desk, chair or stool, and adequate storage space;
- natural light; and
- temperatures that are appropriate to summer and winter comfort zones.

“Unencumbered space” is usable space that is not encumbered by furnishings or fixtures. At least one dimension of the unencumbered space is no less than 7 feet. All fixtures must be in operational position.

Comment: Natural lighting should be available either by room windows to the exterior or from a source within 20 feet of the room. The bed should be elevated from the floor and have a clean, covered mattress with blankets, as needed.

According to the *Flores* Agreement (Exhibit 1-A.12), a reasonable right to privacy includes the right of a juvenile to (a) wear his or her own clothes, when available; (b) retain a private space in the residential facility, group, or foster home for the storage of personal belongings; (c) talk privately on the phone, as permitted by house rules and regulations; (d) visit privately with guests, as permitted by the house rules and regulations; and (e) receive and send uncensored mail unless there is a reasonable belief that the mail contains contraband.

Dayrooms

3-JCRF-2C-02 (Ref. New)

35. Living rooms with space for varied activities are available.

Comment: None.

Furnishings

3-JCRF-2C-03 (Ref. 2-6097)

36. Written policy, procedure, and practice provide that the facility permits juveniles to decorate their living and sleeping quarters with personal possessions. Regulations concerning the rules are available to all juveniles and staff. The rules are reviewed annually and revised, if indicated.

Comment: None.

Toilets

3-JCRF-2C-04 (Ref. 2-6092)

37. The facility has, at a minimum, one operable toilet for every eight juveniles. Urinals may be substituted for up to one-half of the toilets in all-male facilities.

Comment: None.

Showers

3-JCRF-2C-05 (Ref. 2-6094)

38. The facility has, at a minimum, one operable shower or bathing facility with hot and cold running water for every eight juveniles. Water temperatures are thermostatically controlled.

Comment: None.

Wash Basins

3-JCRF-2C-06 (Ref. 2-6093)

39. The facility has, at a minimum, one operable wash basin with hot and cold running water for every eight juveniles.

Comment: None.

Housing for Disabled Juveniles

3-JCRF-2C-08 (Ref. New)

40. Written policy, procedure, and practice provide that juveniles with disabilities are housed in a manner that provides for their safety and security. Appropriate facility programs and activities are accessible to disabled juveniles in the facility according to applicable law.

Comment: Disabled juveniles should not be isolated because of their conditions.

Section D: Environmental Conditions

Principle: Environmental conditions significantly influence the overall effectiveness of facility operations. Standards for lighting, air quality, temperature, and noise levels are designed to preserve the health and well-being of juveniles and staff members.

Housing Area

3-JCRF-2D-01 (Ref. 2-6089)

41. Written policy, procedure, and practice provide that all sleeping quarters in the facility are well-lighted and properly ventilated. Natural lighting should be provided wherever possible.

Documentation shall be provided by an independent, qualified source that lighting is at least 20 footcandles at desk level and air circulation is at least 15 cubic feet of outside or recirculated filtered air per minute per person.

Comment: The facility should maintain strict adherence to local health codes requiring proper lighting and ventilation.

Heating and Cooling

3-JCRF-2D-02 (Ref. New)

- 42. Temperatures in indoor living and work areas are appropriate to summer and winter comfort zones.**

Comment: Temperature and humidity should be capable of being mechanically raised or lowered to an acceptable comfort level in keeping with the general community standards.

Section E: Program and Service Areas

Principle: Adequate space must be provided for the various program and service functions conducted within the facility. Spatial requirements are best determined by careful assessment of how, when, and how many juveniles use a specific area.

Program Area

3-JCRF-2E-01 (Ref. 2-6099)

- 43. Adequate space and furnishings to accommodate activities, such as group meetings of the juveniles, are provided in the facility.**

Comment: A room(s) of sufficient size to accommodate group meetings is a necessity. The room(s) should be pleasantly and comfortably furnished.

3-JCRF-2E-02 (Ref. 2-6098)

- 44. Adequate private counseling space is provided in the facility.**

Comment: Each facility must have adequately furnished space available to conduct private interviews and counseling sessions.

Visiting

3-JCRF-2E-03 (Ref. 2-6100)

- 45. Written policy, procedure, and practice provide for adequate and appropriate areas for visitation and for recreation programs.**

Comment: An important part of the residential program is providing for relatives and friends to visit the juveniles at the facility.

Dining

3-JCRF-2E-04 (Ref. New)

- 46. Adequate dining space is provided for juveniles.**

Comment: None.

Food Service

3-JCRF-2E-05 (Ref. 2-6128)

- 47. When the facility has a kitchen, the kitchen, dining, and food storage areas are properly ventilated, properly furnished, and clean.**

Comment: None.

Housekeeping

3-JCRF-2E-07 (Ref. New)

48. Adequate space is provided for janitorial supplies, which is accessible to the living and activity areas.

Comment: None.

Clothing and Supplies

3-JCRF-2E-08 (Ref. New)

49. Space is provided in the facility to store and issue clothing, bedding, cleaning supplies, and other items required for daily operations.

Comment: None.

Personal Property

3-JCRF-2E-09 (Ref. New)

50. Adequate space is provided for storing the personal property of juveniles.

Comment: None.

Section G: Safety/Security

Principle: The physical plant supports the safe and secure operation of the facility.

Juvenile Safety

3-JCRF-2G-01 (Ref. New)

51. The facility is controlled by appropriate means to provide that juveniles remain safely within the facility and to prevent access by the general public without proper authorization.

Comment: The means chosen to ensure controlled access should reflect the facility's needs based on its size and the degree of security required.

Part III. Facility Operations

Section A: Supervision

Principle: The facility uses a combination of supervision, inspection, accountability, and policies and procedures to promote safe and orderly operations.

Use of Force

3-JCRF-3A-02 (Ref. 2-6194)**Mandatory**

52. Written policy, procedure, and practice limit the use of physical force to instances of self-protection, protection of the juvenile or others, prevention of property damage, and prevention of escape, and are in accordance with appropriate statutory authority. In no event is physical force justifiable as punishment. A written report is prepared following all uses of force and is submitted to the facility administrator.

Comment: It is important that records of all use-of-force instances are maintained.

Juvenile Careworkers**3-JCRF-3A-03 (Ref. 2-6167)**

53. Written policy, procedure, and practice provide that there is at least one staff person on the premises 24 hours a day who is readily available and responsive to juvenile needs.

Comment: None.

3-JCRF-3A-04 (Ref. 2-6166)

54. Written policy, procedure, and practice provide that the staffing pattern concentrates staff when most juveniles are in the facility.

Comment: Many juveniles who work or attend school during the day are in the facility during the late afternoon and evening. A large number of staff should be available during those hours.

3-JCRF-3A-05 (Ref. 2-6193)

55. Written policy, procedure, and practice provide that no juvenile or group of juveniles is in a position of control or authority over other juveniles.

Comment: Under no circumstances should juveniles be used or allowed to control others. There are instances when a supervised system of advanced responsibilities for juveniles may be used.

Permanent Log**3-JCRF-3A-06 (Ref. New)**

56. Written policy, procedure, and practice require that juvenile careworker staff maintain a permanent log and prepare shift reports that record routine information, emergency situations, and unusual incidents that occur in the facility.

Comment: Adequate supervision of juveniles requires an accurate written reporting system.

Accountability**3-JCRF-3A-08 (Ref. 2-6206)**

57. Written policy, procedure, and practice provide for the detection and reporting of absconders.

Comment: Because program participants frequently are persons legally in a custody status, any unauthorized absence or absconding should be considered an absence without leave. The procedure should specify

prompt determination of the juvenile's absence and timely notification to the facility with jurisdiction over the juvenile.

Juvenile Movement

3-JCRF-3A-09 (Ref. 2-6205)

58. Written policy, procedure, and practice provide that staff monitor the movement of juveniles into and out of the facility.

Comment: The monitoring of juveniles' movement, particularly during the evening and night hours, serves as a protection for juveniles, staff, and the public. Therefore, periodic scrutiny of movement into and out of the facility is necessary.

Sleeping Rooms

3-JCRF-3A-10 (Ref. 2-6103)

59. Written policy, procedure, and practice provide that juveniles and adults do not share sleeping rooms.

Comment: No children over the age of one, including those of group home parents, should share a sleeping room with an adult. In emergencies, such as sickness or severe emotional disturbance, the program director may authorize exceptions.

3-JCRF-3A-11 (Ref. 2-6102)

60. Written policy, procedure, and practice provide that male and female juveniles do not occupy the same sleeping rooms.

Comment: None.

Control of Contraband

3-JCRF-3A-12 (Ref. 2-6204)

61. Written policy, procedure, and practice provide for searches to control contraband and its disposition at a level commensurate with security needs. This policy is made available to staff and juveniles. Policy and procedure are reviewed at least annually and updated, if necessary. Body cavity searches are not allowed in the facility.

Comment: The facility's search plans and procedures may include unannounced and irregularly timed searches of rooms and juveniles.

Tools, Equipment, and Keys

3-JCRF-3A-13 (Ref. New)

62. Written policy, procedure, and practice govern the control and use of tools, equipment, and keys.

Comment: Tools and utensils should be used in accordance with a prescribed system.

Section B: Safety and Emergency Procedures

Principle: The facility adheres to all applicable safety and fire codes and has the necessary equipment and procedures in place in the event of a major emergency.

Fire Safety

3-JCRF-3B-01 (Ref. 2-6111)

Mandatory

63. The facility complies with the regulations of the state or local fire safety authority, whichever has primary jurisdiction over the facility.

Comment: Local and state fire codes must be strictly followed to ensure the safety of juveniles and staff. Reports of periodic inspections and actions taken should be maintained.

3-JCRF-3B-02 (Ref. 2-6112)

Mandatory

64. Written policy, procedure, and practice specify fire prevention regulations and practices to ensure the safety of staff, juveniles, and visitors. These include but are not limited to the following:

- provision for an adequate fire protection service;
- a system of fire inspections and testing of equipment at least quarterly;
- an annual inspection by local or state fire officials or other qualified person(s); and
- availability of fire protection equipment at appropriate locations throughout the facility.

Comment: Facility personnel should plan and execute all reasonable procedures for the prevention and prompt control of fire to ensure the safety of all staff, juveniles, and visitors.

Flammable, Toxic, and Caustic Materials

3-JCRF-3B-03 (Ref. New)

Mandatory

65. Written policy, procedure, and practice provide that the specifications for the selection and purchase of facility furnishings meet fire safety performance requirements.

Comment: Furnishings, mattresses, cushions, or other items of foamed plastics or rubber (e.g., polyurethane, polystyrene) can pose a severe hazard due to high smoke production, rapid burning once ignited, and high heat release. Such materials should receive careful fire safety evaluation before purchase or use, with consideration given to the product's flammability and toxicity characteristics. Facility furnishings include draperies, curtains, furniture, wastebaskets, decorations, and similar materials that can burn. Furnishings apply to all living quarters. The standard requires that specifications be known, if available, at the time of selection.

JCRF-3B-04 (Ref. New)

Mandatory

66. Written policy, procedure, and practice provide that where smoking is permitted, noncombustible receptacles for smoking materials and separate containers for other combustible refuse are accessible at locations throughout living quarters. Special containers are provided for flammable liquids and for rags used with flammable liquids. All receptacles and containers

are emptied and cleaned daily.

Comment: None.

3-JCRF-3B-05 (Ref. New)

Mandatory

67. Written policy, procedure, and practice govern the control and use of all flammable, toxic, and caustic materials.

Comment: None.

Emergency Plans

3-JCRF-3B-06 (Ref. 2-6116)

Mandatory

68. The facility has a written evacuation plan prepared in the event of a fire or major emergency that is certified by an independent, outside inspector trained in the application of national fire safety codes. The plan is reviewed annually, updated if necessary, and reissued to the local fire jurisdiction. The plan includes the following:

- location of building/room floor plan;
- use of exit signs and directional arrows for traffic flow;
- location of publicly posted plan; and
- monthly drills in all facility locations.

Comment: The evacuation plan should also specify routes of evacuation, subsequent disposition and temporary housing of juveniles, and provision for medical care or hospital transportation for injured juveniles and/or staff. Fire drills should include evacuation of all juveniles. Actual evacuation during drills is not required, although staff supervising such juveniles should be required to perform their roles.

Fire Drills

3-JCRF-3B-07 (Ref. New)

Mandatory

69. Written policy, procedure, and practice provide that fire drills are conducted at least monthly.

Comment: None.

3-JCRF-3B-08 (Ref. 2-6114)

Mandatory

70. Written emergency plans are disseminated to appropriate local authorities. Directions to and location of exits, fire extinguishers, first aid equipment, and other emergency equipment are posted in the facility.

Comment: Dissemination of these plans to local authorities, such as law enforcement, fire department, state police, civil defense, etc., will keep them informed of their roles in the event of an emergency. The emergency plans should be posted conspicuously and be readily available to juveniles and employees to assist them in an emergency, yet attached so as to prevent removal. The emergency plan should include directions to and location of exits, fire extinguishers, first aid equipment, and other emergency equipment or supplies.

3-JCRF-3B-09 (Ref. 2-6115)**Mandatory**

71. Written policy, procedure, and practice provide that all facility personnel are trained in the implementation of written emergency plans.

Comment: Since the staff must be able to properly execute the plans, a review of the emergency plans should be an essential element of personnel orientation and in-service training.

Fire Alarm System**3-JCRF-3B-10 (Ref. 2-6117)****Mandatory**

72. The facility has a fire alarm system and an automatic detection system that is approved by the authority having jurisdiction. All system elements are tested on a quarterly basis; adequacy and operation of the systems are approved by a state fire official or other qualified authority annually.

Comment: Fire and/or smoke identification at the earliest possible moment is critical to fire control and fire fighting, as well as to the evacuation of staff and juveniles to preclude smoke inhalation and preserve life and health.

Safety Inspections**3-JCRF-3B-11 (Ref. New)****Mandatory**

73. For those programs providing mass-transport vehicles, written policy, procedure, and practice require, at a minimum, an annual safety inspection by qualified individuals.

Documentation of immediate completion of safety repairs shall be on file.

Comment: Bus transportation, whether program-owned, contracted, or local school board operated, must be safely maintained for juvenile, staff, and public safety. Bus inspections may be certified by the local school board transportation department, city/county or state inspection programs, or by a qualified bus mechanic using a checklist of safety features including but not limited to brakes, steering, tires, mirrors, emergency doors, etc.

Threats to Security**3-JCRF-3B-12 (Ref. 2-6119)**

74. There is a written plan that provides for continuous facility operation in the event of employee work stoppage or other job action. Copies of this plan are available to all supervisory personnel who are required to familiarize themselves with its contents.

Comment: In the event of mass sick calls, slow-downs, and related acts, a plan should be established that is known to all supervisory personnel and includes necessary coverage of facility posts, procedures for personnel reporting to work, and access to the workplace if there is a picket line.

Section C: Rules and Discipline

Principle: The facility's rules of conduct and sanctions and procedures for violations are defined in writing and communicated to all

juveniles and staff. Disciplinary procedures are carried out promptly and with respect for the juveniles.

Rules of Conduct

3-JCRF-3C-01 (Ref. New)

75. Written policy, procedure, and practice provide that there is a written set of disciplinary regulations governing juvenile rule violations. These are reviewed annually and updated, if necessary.

Comment: According to the *Flores* Agreement (Exhibit 1-C), program rules and discipline standards should consider the range of ages and maturity in the program, and are culturally sensitive to the needs of alien minors.

3-JCRF-3C-02 (Ref. 2-6172)

76. Written policy, procedure, and practice provide that all program rules and regulations pertaining to juveniles are conspicuously posted in the facility or included in a handbook that is accessible to all juveniles and staff. When a literacy or communication problem exists, a staff member assists the juvenile in understanding the materials.

Comment: None.

Hearing Decisions

3-JCRF-3C-11 (Ref. 2-6197)

77. Written policy, procedure, and practice ensure that room restriction does not exceed 8 hours without review and administrative authorization. It is used only when the juvenile is dangerous to himself/herself or others.

Comment: Occasionally, a juvenile may lose control and require restriction. During the restriction, the juvenile may be denied certain privileges; however, in no instance may regular meals, clothing, sleep, health care, religious needs, and/or staff assistance be denied.

Basis for Decisions

3-JCRF-3C-12 (Ref. 2-6198)

78. Written policy, procedure, and practice ensure that before facility restriction or privilege suspension, the reason(s) for the restriction is discussed, and the juvenile has the opportunity to explain the behavior.

Comment: None.

3-JCRF-3C-13 (Ref. 2-6199)

79. Written policy, procedure, and practice provide that during room restriction, visual and verbal contact by staff is made with the juvenile at least every 30 minutes. This contact is recorded and retained by staff. The juvenile assists in determining the end of the restriction period.

Comment: During the period of restriction, a staff person should interact with the juvenile in an effort to solve problems and to determine a release time.

3-JCRF-3C-14 (Ref. 2-6202)

80. Written policy, procedure, and practice provide that all instances of room restriction, privilege suspension, and facility restriction are recorded, dated, and signed by staff. The record is reviewed and signed by a supervisory staff member daily.

Comment: This will assist in ensuring the consistent and proper application of discipline procedures.

Section D: Juvenile Rights

Principle: The facility protects the safety and constitutional rights of juveniles and seeks a balance between expression of individual rights and preservation of order.

Access to Courts

3-JCRF-3D-01 (Ref. New)

81. Written policy, procedure, and practice ensure the right of juveniles to have access to courts.

Comment: None.

Access to Counsel

3-JCRF-3D-02 (Ref. New)

82. Written policy, procedure, and practice ensure and facilitate juvenile access to counsel and assist juveniles in making confidential contact with attorneys and their authorized representatives. Such contact includes but is not limited to telephone communications, uncensored correspondence, and visits.

Comment: According to the *Flores* Agreement (Exhibit 1-A.14), the program provides legal services information regarding the availability of free legal assistance, the right to be represented by counsel at no expense to the government, the right to a deportation or exclusion hearing before an immigration judge, and the right to apply for political asylum or to request voluntary departure in lieu of deportation. This information must be maintained by the facility. If the facility does not have this information, the INS must provide it.

Access to Programs and Services

3-JCRF-3D-03 (Ref. New)

83. Written policy, procedure, and practice provide that program access, work assignments, and administrative decisions are made without regard to juveniles' race, religion, national origin, or sex.

Comment: Juveniles should be ensured equal opportunities to participate in all programs.

Protection from Harm

3-JCRF-3D-04 (Ref. 2-6196)

84. Written policy, procedure, and practice provide that juveniles are not subjected to corporal

or unusual punishment, humiliation, mental abuse, or punitive interference with the daily functions of living, such as eating or sleeping.

Comment: Any sanctions that may adversely affect a juvenile's health or physical or psychological well-being are expressly prohibited. Corporal punishment or psychological intimidation should never be practiced.

The *Flores* Agreement (Exhibit 1-C) stipulates that juveniles will not be denied regular meals, sufficient sleep, exercise, medical care, correspondence privileges, or legal assistance.

3-JCRF-3D-05 (Ref. New)

85. Written policy, procedure, and practice provide for the reporting of all instances of child abuse and/or neglect consistent with appropriate state laws or local laws.

Comment: Whenever a juvenile reports or staff observe indicators of child abuse and/or neglect, there are procedures for juvenile care and investigation of the allegation. Where appropriate, interagency agreements pursuant to child abuse should be implemented.

Personal Property

3-JCRF-3D-06 (Ref. New)

86. Written policy, procedure, and practice specify the personal property juveniles can retain in their possession and govern the control and safeguarding of such property. Personal property retained in the facility is itemized in a written list that is kept in a permanent file; the juvenile receives a copy listing the property retained for storage.

Comment: Personal property should be accurately inventoried and securely stored.

Grievance Procedures

3-JCRF-3D-07 (Ref. 2-6173)

87. Written policy, procedure, and practice provide for a grievance and appeal process. The grievance is transmitted without alteration, interference, or delay to the party responsible for its receipt and investigation. A written report as to the final disposition of the grievance should be prepared and filed.

Comment: Juveniles should have the opportunity to express themselves regarding problems they are having with the program without being subjected to any adverse action. The appeal process should be independent of the specific program activity that is the subject of the grievance, and should have various levels of appeal.

Part IV. Facility Services

Section A: Food Service

Principle: Meals are nutritionally balanced, well-planned, and prepared and served in a manner that meets established governmental health and safety codes.

Dietary Allowances

3-JCRF-4A-02 (Ref. 2-6120)

Mandatory

88. A nutritionist, dietitian, or physician approves the menu and annually approves the nutritional

value of the food served.*Comment:* None.**3-JCRF-4A-03** (Ref. 2-6122)

89. Written policy, procedure, and practice provide that food service staff develop advanced, planned menus and substantially follow the schedule in the planning and preparation of all meals, food flavor, texture, and temperature. Appearance and palatability are taken into consideration.

Comment: All menus, including special diets, should be planned, dated, and available for review at least one week in advance. Notations should be made of any substitutions in the meals actually served, and these should be of equal nutritional value.

Menu Planning**3-JCRF-4A-04** (Ref. 2-6123)

90. There is a single menu for staff and juveniles.

Comment: None.**Special Diets****3-JCRF-4A-05** (Ref. 2-6125)**Mandatory**

91. Written policy, procedure, and practice provide for special diets as prescribed by appropriate medical or dental personnel.

Comment: Therapeutic diets should be available upon medical or dental authorization. Specific diets should be prepared and served to juveniles according to the orders of the treating physician or dentist, or as directed by the responsible health authority official. Medical or dental diet prescriptions should be specific and complete, furnished in writing to the food service manager, and rewritten monthly. Special diets should be kept as simple as possible and should conform as closely as possible to the foods served other juveniles.

3-JCRF-4A-06 (Ref. 2-6126)

92. Written policy, procedure, and practice provide for special diets for juveniles whose religious beliefs require adherence to religious dietary laws.

Comment: Religious diet prescriptions should be specific and complete, furnished in writing to the food service manager, and rewritten monthly. Special diets should be kept as simple as possible and should conform as closely as possible to the foods served to other juveniles.

Health and Safety Regulations**3-JCRF-4A-07** (Ref. 2-6121)**Mandatory**

93. Food service staff complies with all sanitation and health codes enacted by state or local authorities.

Comment: All sanitation codes are to be strictly followed to ensure the health and welfare of the juveniles. Local or state health regulations usually require some type of medical examination and certification for people

preparing food.

Inspections

3-JCRF-4A-08 (Ref. New)

94. Written policy, procedure, and practice provide for the following:

- weekly inspection of all food service areas, including dining and food preparation areas and equipment;
- sanitary, temperature-controlled storage facilities for all foods; and
- daily checks of refrigerator and water temperatures.

Comment: Appropriate space and equipment should be available for the proper storage and refrigeration of food supplies. Dry food supplies are stored in a clean, dry, ventilated room not subject to wastewater backflow or other contamination. The American Dietary Association recommends storage temperatures for freezers to be !10° to 0° Fahrenheit and refrigerated storage at 32° to 36° Fahrenheit. However, the requirements may differ under certain conditions. When the requirements vary from the above, laws and/or regulations of the health authority having jurisdiction prevail.

Meal Service

3-JCRF-4A-09 (Ref. New)

95. Written policy, procedure, and practice provide that staff members supervise juveniles during meals.

Comment: The practice of having staff members present during meals contributes to a more orderly experience in the dining area and enhances the relationship between the staff and the population. The practice also minimizes food waste, careless serving, and abuse of a juvenile by another juvenile. It also permits observation and reporting of unusual eating habits of individual juveniles, such as rejection or overeating. The degree and level of supervision may vary based on differential programs.

3-JCRF-4A-10 (Ref. New)

96. Written policy, procedure, and practice require that at least three meals, of which two are hot meals, are provided at regular meal times during each 24-hour period, with no more than 14 hours between the evening meal and breakfast. Provided basic nutritional goals are met, variations may be allowed based on weekend and holiday food service demands.

Comment: When juveniles are not routinely absent from the institution for work or other purposes, at least three meals should be provided at regular times during each 24-hour period.

Section B: Sanitation and Hygiene

Principle: The facility's sanitation and hygiene program complies with applicable regulations and standards of good practice to protect the health and safety of juveniles and staff.

Sanitation Inspections

3-JCRF-4B-02 (Ref. 2-6105)

Mandatory

97. The facility complies with the sanitation and health codes of the local and/or state jurisdiction.

Comment: Compliance with sanitation and health codes is vital for the safety and well-being of the juveniles. Written reports of inspections by state or local authorities should be kept on file as assurance of continuing compliance with these codes. In the event that no local city and/or county codes apply, state codes will prevail. If neither local nor state codes apply, appropriate national codes should be applied to the facility. If applicable, OSHA (Office of Safety and Health Administration) standards can be applied.

3-JCRF-4B-03 (Ref. 2-6109)**Mandatory**

98. Written policy, procedure, and practice provide for vermin and pest control and trash and garbage removal.

Comment: None.

Water Supply**3-JCRF-4B-04 (Ref. New)****Mandatory**

99. The facility's potable water source and supply, whether self-owned or operated by the public water department, is approved by an independent, outside source to be in compliance with jurisdictional laws and regulations.

Comment: Safe drinking water is basic to human health and should be provided in any facility operation.

Housekeeping**3-JCRF-4B-05 (Ref. 2-6087)**

100. Written policy, procedure, and practice provide that a housekeeping and maintenance plan is in effect to ensure that the facility is clean and in good repair. Specific duties and responsibilities should be assigned to staff and juveniles.

Comment: Dirt or disrepair, such as large cracks in the plaster, holes in walls and ceilings, chipped and peeling paint, broken windows, or worn carpeting are not acceptable in any facility designated for community living.

Clothing and Bedding Supplies**3-JCRF-4B-06 (Ref. New)**

101. Juveniles are provided the opportunity to have clean clothing. The facility may provide this in several ways, including access to self-serve washer facilities, central clothing exchange, or a combination of the two. Wash basins in rooms are not sufficient to meet the standard.

Comment: None.

3-JCRF-4B-07 (Ref. New)

102. The facility provides for the thorough cleaning and, when necessary, disinfecting of juvenile personal clothing before being stored or before allowing the juvenile to keep and wear personal clothing.

Comment: Juvenile personal clothing should be cleaned and disinfected to prevent odors and pests and should be stored outside of the juvenile housing area.

3-JCRF-4B-08 (Ref. 2-6107)

103. Written policy, procedure, and practice provide for the issue of suitable clean bedding and linen, including two sheets, pillow and pillowcase, one mattress, and sufficient blankets to provide comfort under existing temperature controls. There is provision for linen exchange, including towels, at least weekly.

Comment: Collection, storage, and exchange methods for bedding and linens should be done hygienically; that is, blankets, pillows, and mattresses should be cleaned before reissue.

Bathing and Personal Hygiene

3-JCRF-4B-09 (Ref. 2-6108)

104. Written policy, procedure, and practice require that articles necessary for maintaining proper personal hygiene are provided and readily available upon reasonable request to all juveniles. These articles include at least the following:

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