



Twin Rivers Community Facility

# Program Handbook

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Washington State Department of  
**CHILDREN, YOUTH & FAMILIES**

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**Twin Rivers Community Facility**  
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## 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 Twin Rivers staff listed below.

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## Program Introduction

Twin Rivers Community Facility is one of eight state group homes for JR youth and houses up to 16 male youth. Twin Rivers is committed to fostering a warm and caring environment so that you feel safe in making big changes. Twin Rivers provides education (in-house or community setting), 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 individual 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 learn, accept, and follow these rules at all times. During your orientation, we will review these rules and expectations with you and observe your peer and staff interactions while in the facility.

## 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 completing your intake paperwork, 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 (you can call this number while on individual community activities such as work or school, this is available to you as a third-party reporting option)
- Fill out a youth complaint form and turn it in – you do not have to put your name on the form (complaint box is checked daily Monday-Saturday)
- Call the 24-hour Victim Services Hotline 1-888-560-6027
- Report electronically on the agency website: <https://www.dcyf.wa.gov/practice/practice-improvement/prea>

### Privacy

All residents have a right to shower, perform bodily functions and change clothing in privacy. The only exception to this is an emergency safety situation (example: if you fell in the shower and needed medical assistance). 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 and find that they need to open the door, 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 (feedback forms). It's very important while you are at Twin Rivers that you communicate effectively with your peers; you will have up to 14 roommates during your stay! Twin Rivers has a three-hour staff meeting every Tuesday from 2 p.m. to 5 p.m. Residents will be given an opportunity to meet for approximately 30 minutes twice a month on Tuesdays during our staff meeting for a youth counsel. Topics to discuss include facility cleanliness or detail issues, noise issues (music or TV causing sleeping problems), program asks and wants (group outings), or anything that is creating challenges for individuals in the program. It is paramount that we remain respectful and skillful when processing issues with peers. Staff will monitor the meeting from a distance.

## 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 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- 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 or school program. Upon arrival, you will meet with your assigned counselor and the school teacher to assess the best program for you. If you have not earned your GED or high school diploma, you will be required to work toward 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.

Day Program Schedule	
8 – 9 a.m.	Breakfast (a.m. dishes and dining details completed at 9 a.m.)
8:30 – 11:30 a.m.	Twin Rivers in-house school program, individual school, or employment program
11:45 a.m.	General wake up for lunch. Young adults are required to report to lunch unless your 10 hours of uninterrupted sleeping time has not been met.
12 p.m.	Lunch
12 – 12:30 p.m.	All facility details (except p.m. dining, dishes, snack) are to be completed in this time frame
12:30 – 2:30 p.m.	Twin Rivers in-house school program, individual school, or employment program
2:30 – 5 p.m.	Free time, structured activity time
5 p.m.	Dinner
5:30 – 6 p.m.	Dinner details (and any other details not completed earlier in the day)
5:30 – 9 p.m.	Groups, individual sessions, structured outings, individual employment program
9 – 9:15 p.m.	Medications
9:30 – 10 p.m.	Milieu is closed, residents to be actively getting ready for bed (hygiene, getting needs met)
10 p.m.	Needs should have been met, hygiene completed, young adults in rooms for the night

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 community 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.
- Charter College is a trade school offering numerous degrees in the following areas: Business Administration, Health Care, Information Technology, and a few trades (Heating and Air Conditioning, Welding, Applied Technology).
- Tri-Cities Futures is a program that helps youth prepare for GED testing as well as employment training.

## 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:

- Comply with the rules and policies of the school you are attending.
- Before leaving Twin Rivers for school, you must sign out. Both you and your belongings are subject to search.
- 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.
- Remain on the school campus during school hours (do not leave during breaks or lunch).
- 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.
- 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.

- 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.

## 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.

## Employment

There are a number of job opportunities in the local community.

- Job search occurs with counselor's approval after the seven-day orientation.
- Youth, employer, and Twin Rivers administrator sign an employment agreement.
- Security regulations require staff to transport youth to work during their first 30 days in residence.
- It is vital to remember that when you are working in the community, you are representing Twin Rivers and JR. Following the rules and regulations outlined in the employment agreement is extremely important.
- Twin Rivers staff are required to frequently and randomly complete site checks while you are working in the community to assure the employment agreement is being followed.
- Your counselor will be in frequent contact with your manager for updates and will work with you on any issues that may arise at your job.

Staff will work with you to find employment options. 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 must be aware of while you are working. You and your counselor will review this form before starting your job.

Residents who attend school only part-time are encouraged to find part-time employment to provide for personal needs, gain employment skills, begin to pay financial obligations, and save money for your transition back to the community.

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. Working in the community is a privilege that is earned through high program compliance; behaviors that disrupt your treatment, your peers' treatment, or the program can result in losing this privilege.

If you call out sick from work, you are put on sick status and must stay in your room for the day. If you're experiencing anxiety or are working through personal issues or trauma, please communicate with us; we want to help. There is a difference between calling out sick and calling your employer and telling them that you cannot work because you're experiencing a loss or challenging life circumstance.



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

- You must sign out before leaving Twin Rivers for work. 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.
- 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.
- Remain on site during your shifts, including during breaks.
- Travel directly to and from work as outlined in your pre-arranged route in your treatment addendum.
- When self-transporting, call the facility immediately upon arriving to your work site to check in.
- When returning to the facility, remain with staff in the state vehicle until staff are ready to enter the facility.
- 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.
- Requests for overtime or schedule changes will be verified with the immediate work site supervisor and Twin Rivers staff.
- 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.
- 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.
- If you are fired or quit without notice, you will be required to meet with the Twin Rivers supervisor and your counselor to discuss next steps.
- Most employers use direct deposit for paychecks. Twin Rivers management will assist in setting up direct deposit into our trust account. If your employer still uses paper checks, you must turn in your check to staff upon receiving it. No pay cards will be utilized.
- When returning to Twin Rivers from work, you need to sign in and are subject to search including belongings (backpacks, binders, etc.).
- 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 before they arrive. 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. This is subject to change.

## Visiting Hours

Visiting hours are Saturday from 1 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.
- Personal property, including cell phones, are not allowed inside the facility
- Smoking is not allowed on Twin Rivers property.
- Tobacco products and lighters are not allowed in the facility.
- 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 Community Involvement Pass (CIP) lasts approximately five hours. All outings are required to be in the general area of the group home and remain in Benton County. You can meet with your counselor to arrange for family outings and to review guidelines for family outings. Staff are required to complete site checks while you are on CIPs.

Note: 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 the Orientation to CIPs document with staff before your first CIP. You are allowed to request funds for CIPs, however, all expenditures must have receipts turned in.

## 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 to wait to make another call.

- Calling hours are from 9 a.m. to 8:45 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 calls from and make 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.
- Youth are allowed four total calls, including incoming and outgoing calls.
- Calls to friends at the institutions or another community facility are prohibited. If you want to connect with a former counselor or JR staff, talk to your counselor and this can be arranged.

## 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. Residents are required to turn in all money to the staff on duty so it can be put in your account.

- You will work with your counselor on developing a budget and financial goals. You will also review your restitution balances and develop a financial obligation 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. If the business uses direct deposit, management will help you set it up.
- Residents must provide receipts for all purchases made while on CIPs, authorized leaves, or staff-escorted shopping trips.
- You will receive monthly statements with your bank and in-house account balances.
- If at any time you would like to know how much money you have or if you've been paid, please speak to management and they will help you.
- If you are on any restricted program or have treatment work to resolve around a rule violation or concerning behavior, you will not have access to spending any of your money until you have completed all of your treatment work.

## 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 or money. Staff receipt and place your money in 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

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 counts toward any community service hours owed to the court. There are numerous opportunities for you to volunteer. All Twin Rivers residents are required to complete community service hours, which occur throughout the year. Staff will let you know when we have community events to help with. 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. We also have a membership to a local gym.

## Medical, Dental, and Mental Health Services

Medical, dental, and mental health services are available off-site at community businesses. 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 to 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 and supervise consumption of all 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 to take your prescribed medications, you need to sign a Medication Refusal Form every time. Taking your prescribed medications is very important. Staff will motivate you to take medications you are prescribed and we cannot remove any medications from your list until you are seen by a doctor. Our medical liaison and your counselor will set up these medication appointments.

If you need to miss school due to illness, you must remain at the house, sleeping or relaxing in your room. When sick, you need to rest and get well by remaining in your room and avoiding contact with peers and staff as much as possible. You will be checked on and your needs will be met. If you do get sick, the following stipulations apply:

- 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.
- 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.
- Twin Rivers is mandated to follow OSPI breakfast and lunch requirements. This means that you will not be able to consume any outside food (personal snack items) until 2:30 p.m. daily.

### Mealtime Schedule

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Breakfast	8 – 9 a.m.	8 – 9 a.m.	8 – 9 a.m.	8 – 9 a.m.	8 – 9 a.m.	9 – 10 a.m.	9 – 10 a.m.
Lunch	12 p.m.	12 p.m.	12 p.m.	12 p.m.	12 p.m.	12 p.m.	12 p.m.
Dinner	5 p.m.	5 p.m.	5 p.m.	5 p.m.	5 p.m.	5 p.m.	5 p.m.

You are allowed to keep a reasonable amount of non-perishable food in your room. Non-perishable means that these items do not need to be refrigerated. You cannot consume your own food items until 2:30 p.m. daily due to OSPI school lunch policies. **You are not able to bring in food from the outside (McDonalds, DQ, Taco Bell, etc.) during the day.** Food incentives, such as getting a fast food meal, need to be arranged through your counselor and cannot interfere with our food program at Twin Rivers (Example: we have dinner at 5 p.m. No outside fast food in the facility until after 6 p.m.). Below are a few snack expectations:

- You will be limited to the amount of food you are able to keep in your rooms. Staff will monitor your food supply for appropriateness.
- All snacks must remain in your designated food tote; wrappers, crumbs, and open food packages.
- 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.
- Your room must remain clean and food remnants/wrappers must be thrown away. If you're unable to keep your room clean, snack privileges will be suspended.

### Door Dash/Uber Eats

This service has become very popular. If this is a motivator for you, please talk to your counselor. Door Dash and other food delivery services are only allowed when earned and cannot interfere with our food program. If this incentive is earned, your counselor will schedule a date and time (cannot be before 6 p.m. or after 8 p.m.). The frequency of this service is minimal (no more than twice a month). We have a student store and you will be able to purchase passes for this service. Again, this must be communicated with your counselor and the staff team. If Door Dash shows up with an order that has not been prearranged and approved, the food will not be accepted.

### Bedroom Cleanliness

We have minimum standards for room cleanliness at Twin Rivers. It is important that your room is neat and orderly for both you and your roommates. Rooms should be cleaned daily when you wake up and kept neat through the day. You are responsible for your possessions. Staff are required to routinely search resident rooms. If you are assessed with having too much property for staff to conduct a proper search, you will be required to down-size your inventory. This personal property will be inventoried and secured until your release. 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, and 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 during afternoon details/weekly 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				
Residents on Normal Programming (NP)				
	Hygiene	Overhead Lights Out	Reading Light & Quiet Activity	All Lights Out
Sunday-Thursday	9:30 p.m.	11 p.m.	11 p.m. – 1 a.m.	1 a.m.
Friday-Saturday	10:30 p.m.	11:30 p.m.	11:30 p.m. – 2 a.m.	2 a.m.
Residents on Restricted Programming (RP)				
	Hygiene	Overhead Lights Out	Reading Light & Quiet Activity	All Lights Out
Sunday-Thursday	8 p.m.	9 p.m.	9 – 10 p.m.	10 p.m.
Friday-Saturday	8 p.m.	9 p.m.	9 – 10 p.m.	10 p.m.

- You are allotted 30 minutes for hygiene, please plan ahead. After 30 minutes, hallway traffic should cease and all residents must be in their assigned rooms. Coming to the milieu/office after rack time is for emergencies only.
- Quiet activities are defined as reading, writing, crossword or Sudoku puzzles, and drawing.

You will have up to 14 peers living with you at Twin Rivers. Hygiene is important not only for your personal health, but also for the well-being of your peers and staff. You are required to shower daily. If you don't practice basic hygiene, your counselor will work with you and the behavior will be targeted to improve. 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 hair, however, Twin Rivers prohibits designs or gang-affiliated hairstyles. Be sure to consult staff prior to cutting your hair. Twin Rivers prohibits shaving lines in eyebrows and any other "style" that may be interpreted as gang affiliated.

## 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. Facility-owned linens should be replaced with new clean linens weekly. If you have your own linens, you are required to wash them weekly. 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/Homework

Staff or your DBT group leader may assign you Journal Cards or treatment homework. It's important to remember that treatment never stops. We will work with you on continuing treatment throughout your stay to better prepare you for your transition back home. Homework is a requirement of the Twin Rivers program.

# 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 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. Journal Cards are like diary cards; anything can be tracked. When trying to change something, it can be very helpful to monitor certain behaviors or circumstances that you face on any given day. Self-awareness is a vital step when working toward making a change, and diary cards are designed to increase our self-awareness.

## Treatment Groups

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

- **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.
- **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.
- **Independent Living Group** – This group reviews money management, job search techniques, looking for apartments, budgeting, and other life skills. This group meets as scheduled.
- **House Meeting** – These meetings address house issues, communicate information, and allow residents to provide input on the program. These meetings take place on Tuesdays after staff meetings or any time staff need to share information with residents.
- **Resident Council Meetings** – This group takes place twice a month on Tuesdays during the staff meeting. They provide an opportunity to skillfully discuss issues or concerns with your peers in a structured meeting.

## Specialized Treatment

Some residents need specialized treatment services. These allow residents to get the individualized treatment they need. Specialized treatment services also help young people that are from the area continue treatment while on parole or after release from Twin Rivers.

- **Drug and Alcohol Outpatient or Intensive Outpatient Services** – Residents who have a documented history of drug or alcohol use 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.

- **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.
- **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.
- **Tobacco Cessation** – Smoking is not permitted within JR facilities or while under the supervision of JR. Staff can arrange smoking cessation classes upon request.
- **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 does not have a level system. All residents have earned the opportunity to complete the remainder of their sentence at our community facility. All privileges are attained on the first day of arrival. We have a non-negotiable seven-day orientation period. During orientation, you will not be able to access the community. Sometimes adjusting to a new program structure is challenging and this orientation period can be extended if needed.

### Orientation Expectations

- Finalize all intake paperwork, including reading this program description.
- Complete PREA education session.
- Learn program rules and expectations, display willingness to follow them (meal procedures, rack-time procedures, details and rooms, etc.).
- Have first session with assigned counselor to start developing your individual program relating to treatment, education, and employment.
- Display willingness to accept coaching and feedback from staff, follow staff directives, and communicate questions or concerns effectively.

### Program Expectations

- Complete/review a behavior chain on committing offense or most recent behavior when needed.
- Minimal coaching from staff needed in the milieu/program on following daily expectations and rule compliance.
- Continuously build personal understanding of the functions and drivers of your behavior.
- 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” and “correct-over-correct” with peers or staff.
- Treat facility and facility property respectfully – no holes, no tagging, and clean up after yourself with trash and dishes.
- Attend all treatment and school sessions with positive participation.
- Go out of your way to help out around the house.

- Generalize your treatment program and make connections between your current attitude/behaviors and how they relate to your transition home.
- Manage your daily schedule independently with minimal cues from staff.
- Take a leadership role in milieu, groups, etc. – be a positive force on the floor and in the program.
- Work through challenges skillfully when they present themselves – be a role model for others in how you handle adversity.
- Be honest, own your mistakes, and work with your counselor/staff to learn from them and move forward.
- Take cues from staff without aggression, push back, etc.

### Program Privileges

- Four 15-minute phone calls daily, including both incoming and outgoing calls.
- Access to the student store (student store points are attained through displaying skillful interactions, helping others, and completing individual and group homework).
- Ability to go on staff supervised outings in the community (walks, hikes, fishing, etc.).
- Visitation from family and approved visitors (some restrictions do apply).
- Employment searching in the community (all employment inquiries go through your assigned counselor first).
  - Employment is allowed when residents are following the rules in program.
- CIPs (eligible after 30 days in program).
- Self-transportation to school or work (eligible after 30 days in program).
- Monthly shopping trips with assigned counselor.
- Online shopping for special items (budget goal with assigned counselor must be met).
- Ability to have music equipment – guitars, keyboards, mixers, etc. (volume restrictions apply).
- Personal game system in your room (internet access is prohibited).
- Personal hand-held game system (internet access is prohibited).
- MP3 Player (music players with screens are prohibited).
- House laptop use (restrictions apply). Personal laptops should only be used for school purposes.
- Independent CIPs (eligible after 60% date, pass must support transition or a treatment goal).
- Authorized Leaves (eligible after 60% date).
- Ability to attend special group outings (movies, community BBQs, facility-funded community activities or events).
- Community education is allowed when residents are following the rules in the program.

### Program Rules

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 breaking rules. Below is a general overview of the basic rules and procedures you need to know:

- No doorway visiting or going into others' rooms.
- No drugs or alcohol use (strictly enforced, see relapse policy below).
- Medications and medical treatments must be taken as prescribed by a doctor. If refusing medications or prescribed treatments, medication refusal form must be completed.

- 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 music outside of your room unless you have headphones on.
  - Music should not be heard outside of your room.
- No pets.
- No chasing or harassing wildlife, including snakes, ducks, 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 and in on the clipboard located near the staff office each time you leave or return to the facility for individual programming or CIPs.
- 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 milieu until staff excuse everyone.
- No smoking, chewing tobacco, or nicotine products are to be consumed during the entirety of your stay.
- Cannot own, possess, or use cell phones at any time (cell phones and other seized contraband will be destroyed and **will not** be returned).
- Report any broken item or damages to facility property to staff immediately.
- All residents must 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.
- Nothing that objectifies people.
- No clothing that promotes criminal lifestyle, alcohol, drugs, sex, or gangs.
- If not following staff directives, youth are subject to restrictions.

## Computer Use

You will be able to have a laptop in program if needed for school. Your assigned counselor is required to monitor the use of the laptop so all necessary passwords (laptop, email, etc.) must be shared with them. Your personal laptop will only be used for school programming.

We do have a house computer that is used for employment searching and recreation. This computer must stay plugged into the office monitor at all times; staff are required to monitor your computer usage. We want you to be able to use the internet appropriately. The restrictions are fairly simple – the content of whatever you are watching cannot involve gang activity, drug activity, or sexually explicit or inappropriate material. Agency policy and state law prohibit viewing R-rated/Unrated movies or M-rated video games.

### Outing Restriction

Twin Rivers provides 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 outing restriction on the incident or at their discretion.

### Transportation

You may be eligible to transport to and from school using the Benton Franklin Transit system. Your counselor will work with you on learning bus routes, establishing a timeline for travel, and helping you feel comfortable with self-transportation. Staff may also transport you to community programming. While riding in a state vehicle with staff, behavior must be appropriate. Please follow all staff cues. While in a state vehicle, staff determine music volume and content, destinations, and time spent in the community. Willingness to listen to staff while riding in a car increases safety for everyone and positively impacts interpersonal relationships. MP3 players or music devices are prohibited from being used in state vehicle sound systems. You may listen to music with headphones in a state vehicle.

### Refocus Status “RF” Status

RF is for residents who have brought in/been found with contraband (cell phone, nicotine products, drugs, pornography, unauthorized property in room, etc.), committed a community or employment violation, or are displaying behaviors that go against facility rules and standards. Residents will stay on RF until they have taken personal ownership for the behavior and are actively working to overcome the mistake and improve. A repair (apology) with impacted individuals (staff, co-workers, supervisors, peers, etc.) will typically be a part of this process.

RF status expectations:

- Youth must complete a BCA (this helps you and staff understand the behavior and identify alternative solutions/behaviors to increase).
- You and your counselor will develop a plan to address and prevent this behavior from continuing and make commitments to increase skillful behaviors.
- Offsite school or employment will be suspended.
- No outings or other off-site activities.
- Bedtime is 8:30 p.m. All hygiene, laundry, medications, and other needs must be met before that time.
- Only one phone call per day to parent/guardian. No video chats.
- Youth will not be eligible to shop in the resident store.
- Youth is not allowed in the TV room.
- Youth cannot use the resident computer.
- No playing games or participating in movie night.

- TVs, game consoles, and DVD players will not be allowed in rooms while on RF. This includes your roommate's property.

## Restricted Program "RP" Status

Restricted Program (RP) is for residents who commit a serious rule violation or numerous smaller violations that are getting in the way of your treatment progress, your peer's treatment, or the program. Residents whose behavior becomes a safety/security risk will automatically be placed on RP. To get off RP, you'll need to meet with your counselor to complete a BCA, a correct/overcorrect with any other parties involved in the violation, and re-establish treatment goals and commitments. During RP, program privileges are restricted. After processing the incident and taking responsibility for your actions, the administrator or supervisor may put you back on normal programming.

RP status expectations:

- No offsite school or employment (typically youth will not leave Twin Rivers campus).
- Conversation with employer or school communicating absence is related to a personal mistake.
- No off-campus community activities.
- Must complete a chain analysis of behavior (this helps you and staff understand the behavior and identify alternative behaviors).
- You and your counselor will develop a plan to address and prevent this behavior from continuing and make commitments to increase skillful behaviors.
- Bedtime is at 8 p.m.
- Only one phone call per day to parent/guardian. No video chats.
- One hour of work supporting the betterment of the facility (extra detail, work on facility grounds, kitchen deep clean, etc.).
- All program privileges are suspended until placed back on normal program.

## Drugs and Alcohol

JR recognizes that sometimes relapses occur. If you have a relapse, be honest about it. Twin Rivers has a certified drug and alcohol counselor who will work with you on an individual relapse prevention plan. Substance use in a community facility disrupts your treatment as well as other residents', and is taken very seriously. To have community access for employment, education, family involvement, etc., you must remain clean and sober.

Twin Rivers has a community facility substance use protocol that you will be oriented to once you arrive. If you're unable to stay clean, you cannot achieve all of your community goals because you won't be in the community, and you won't have endless chances. You have ample opportunity to work with your counselor and our out-patient substance use counselor to get to the core of your use issue. You will be required to submit routine and random UAs. If you are suspected of altering or trying to cheat on your UA, the UA will automatically be determined positive and you will be placed on the appropriate protocol step. Repeated substance use violations will result in a return to your sending institution.

## Individual Day Program

All young people at Twin Rivers are required to have an individual program consisting of employment, school, or both. If you've earned your high school diploma or GED and choose to find meaningful employment to gain work experience and save money for your transition, that's great! If you are not working or going to school, you are required to have a day program schedule that will help you stay

productive and healthy. If you've found yourself on community restriction while recovering and rebuilding from a mistake, your counselor will work with you on a day program. It is your responsibility to follow your day program. Working with your counselor on day program development and following it daily is a requirement to remove any type of community restriction.

### Additional Procedures

- Fire and emergency drills are practiced routinely and at various times of day – when you hear the extremely loud fire alarm:
  - Leave the building at once.
  - 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, gifts from family/others, and any money found while in the community.
- No R-rated movies or M-rated video games (T-rated games 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.
- No trading, borrowing, or loaning property (if you are found in possession of property that is not on your personal inventory, the property will be returned to its owner and you will receive rule violation sanctions).
- 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 destruction or possible destruction of Twin Rivers property.
- Details are done throughout the day and everyone is assigned to them (details change every other Sunday).
- Please keep music volume at reasonable levels.
  - Music that contains swearing, glorifies violence, criminal acts, or anti-social behavior is not allowed.
  - Music is not allowed outside of your room without headphones.
  - For safety and security purposes, no music in the bathrooms.
  - 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 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 protecting and saving lives.