

# TWIN RIVERS Community Facility Handbook



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

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## OVERVIEW

This handbook provides an overview of the Twin Rivers Community Facility (TRCF). This handbook contains information about the opportunities and expectations at Twin Rivers. This is a great place to accomplish your 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.

### **Twin Rivers Community Facility Contact Information**

Phone: (509) 734-7120

605 McMurray Street  
Richland, WA 99354

## PROGRAM INTRODUCTION

Twin Rivers Community Facility is one of eight Juvenile Rehabilitation (JR) community facilities. Twin Rivers can house up to 16 young men. Twin Rivers is committed to fostering a warm and caring environment. This facility provides educational and vocational training, and treatment services to help you successfully transition back into the community.

Treatment is based on the Integrated Treatment Model. Dialectical Behavioral Therapy (DBT) skills are taught in weekly groups and are a part of treatment plans. Twin Rivers can help you build the skills to find work, be successful in school, and solve problems.

Everyone at Twin Rivers is unique, with diverse backgrounds, and different ways of expressing their own strengths and needs. As part of your treatment plan, you will identify motivations and establish achievable short and long-term goals.

Living at Twin Rivers allows for lots of privileges. Including more time in the community, more time with your family, opportunities to earn money and continuing your education. With that comes a higher expectation of behavior and increased trust. There are many rules, especially regarding community access. It is important that you always follow these rules. During your orientation, we will review these rules and expectations with you.



## PROGRAM ORIENTATION

When you arrive at Twin Rivers, you will go through an orientation process. This includes completing or your intake paperwork, meeting with your assigned counselor, taking inventory of your belongings, touring the facility, introductions, and reviewing program rules and expectations.

### Safety

At Twin Rivers, we want you to be safe and feel safe. Twin Rivers does not tolerate any physical or emotional intimidation by peers or staff.

Staff do not physically restrain young people and want to hear all concerns. If at any time, you do not feel safe in the program or in our local community please inform staff immediately. Staff will discuss the issue with you to identify some solutions to fix 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.

#### Twin Rivers staff will educate you on:

- 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 immediately in the following ways:

- Tell your counselor, 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 will not be disciplined for calling the End Harm Hotline when you are in the community, including using a cell phone).
- Fill out a youth complaint form and turn it into the Youth Complaint/Prison Rape Elimination Act (PREA) box located next to the laundry room. You will not be required to resolve any issues with youth or staff when you report any allegation of sexual abuse.
- Call the 24-hour Victim Services Hotline 1-509-888-HELP (4357) Safety Advocacy Growth and Empowerment (SAGE).

### Privacy

All youth and young people have a right to shower, perform bodily functions, and change clothing in privacy. The only exception to this is in an emergency safety situation. For example, if you fall in the shower and need medical assistance. You must be fully dressed when moving from the bathroom or shower back to their bedroom. You may not walk to your room wrapped in a towel.

To maintain privacy, it is important for you to stand in front of your closet when changing or dressing in your room. When staff are checking on young people, 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 will only enter your room if there is a safety or security issue. Opposite gender staff will announce themselves prior to entering the hallway.

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

## Your Voice and Opinions Matter

At Twin Rivers, you will learn how to share your voice and opinions in an effective way. You are encouraged to share feedback and participate in program planning and discussion groups. You can give your opinions, comments, and feedback during meetings or with feedback forms.

It's very important that you communicate effectively with your peers since you will have up to 15 roommates during your stay! Twin Rivers has a three-hour staff meeting every Wednesday from 2 p.m. to 4 p.m. Residents may request at any time to attend a portion of the staff meeting and share concerns or ideas about the program.

## Treatment and Programming

Dialectical Behavioral Therapy (DBT) is part of JR's Integrated Treatment Model (ITM). Below is a general outline and description of the core components. Your counselor can discuss these further with you when you meet.

### The Five Functions of Integrated Treatment Model

#### 1. Motivation and Engagement

You will stay motivated to be in treatment and engaged in the process.

#### 2. Enhancing Capabilities (Gaining Skills)

You will gain skills through groups and one-on-one counseling to help you manage your relationships, school and work and life events.

#### 3. Skill Generalization

You will be able to use the skills you have learned in many different settings. This is done through role-play practice and exposure to new places and situations (public school, job in community, new friends).

#### 4. Structuring the Environment

Creating a place where you feel comfortable learning and using new skills. We will help to create a space that will teach you how to structure your own environment for both short-term and long-term success.

#### 5. Motivate and Engage Treatment Providers

It is important that managers motivate and engage the counseling staff and provide you with the best treatment they can.

## PROGRAMMING OPPORTUNITIES

### Education, Employment, and Day Programs

Structured days provide opportunities to develop a work ethic and follow a schedule. All residents are required to complete them and have them approved by staff details daily. All residents are required to work full-time or attend school.

After arriving, you will meet with your assigned counselor and the schoolteacher to find the best program for you. If you have not earned your GED or High School Diploma, you will be required to work for one during your stay. You will develop a personalized plan that works with your goals with treatment needs.

#### Day Program Schedule

8:00 a.m. – 9:00 a.m.	Breakfast (a.m. Dishes, a.m. Dining details are completed at 9:00 a.m.)
8:30 a.m. – 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 ten hours of uninterrupted sleeping time has not been met
11:00 a.m. – 12:00 p.m.	Enrichment Time
12:00 p.m. – 1:00 p.m.	Lunch
12:30 p.m. – 1:00 p.m.	All facility details (except PM Dining, PM Dishes, Snack) are to be completed in this time frame
1:00 p.m. – 2:00 p.m.	Enrichment Time
2:30 p.m. – 5:00 p.m.	Free time, structured activity time
5:00 p.m.	Dinner
5:30 p.m. – 6:00 p.m.	Dinner details (and any other details not completed earlier in the day)
5:30 p.m. – 9:00 p.m.	Groups, Individual Sessions, structured outings, individual employment program
9:00 p.m. – 9:15 p.m.	Medications
9:30 p.m. – 10:00 p.m.	Milieu is closed, residents to be actively getting ready for bed (hygiene, getting needs met)
10:00 p.m.	Needs should have been met, hygiene completed, in rooms for the night

**Note:** Times may change to meet other programming needs. TVs must be off by 1:00 a.m. on weekdays, 2:00 a.m. on weekends.

## Twin Rivers In-House School

If you do not have a GED or high school diploma, you will attend Twin Rivers In-House School. The program has one full-time teacher from the Richland School District that works with you individually to accomplish educational and vocational goals. You can work on credit recovery courses designed to get you back on track with your grade level. You can also enroll in GED prep. When your scores are high enough, you can take the test to receive your GED. Showing a positive attitude, good attendance and pro-social behaviors in in-house school is required 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 Opportunities

If you have your GED or High School Diploma you can apply to the following college programs:

- **Columbia Basin College:** A local community college offering two-year Associate Arts degrees and some trade certifications.
- **Washington State University Tri-Cities:** A branch of WSU offering four-year degrees and some master's level programs.
- **Charter College:** 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:** A program that helps 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, you must:

- Follow the rules and policies of the school you are attending.
- Sign out before leaving for school. 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).
- Pay all school fees. If you cannot pay school fees, speak with your counselor and management to discuss assistance with payment options.
- Be prepared for staff to randomly check that you are at school. They will also check your attendance, participation in class, and grades.
- Get transportation from Staff 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. You cannot 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. The incentive 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 several job opportunities in the local community. Working is a privilege that allows you to earn money, learn valuable skills, and a way to improve your life. All residents are required to participate in the **My Jobs** program. **My Jobs** is a work-based learning opportunity that allows residents to work up to 120 hours at the facility for minimum wage. This allows the resident the opportunity to learn a set of skills to help with employment expectations outside the facility. My Jobs is at the facility from 1:30 p.m. to 2:30 p.m. on Tuesdays and Thursdays.

You can begin searching for a Job with counselor's approval after the first 30 at Twin Rivers.

### If you are employed or searching for employment, you must:

- Sign an employment agreement with your employer and Twin Rivers administrators.
- Remember that when you are working in the community, you represent Twin Rivers and Juvenile Rehabilitation.
- Follow the rules and regulations outlined in the Employment Agreement.
- Be prepared for Twin Rivers staff to frequently and randomly check you are working.

Your counselor will be in contact with your manager for updates. Your counselor will work with you on any issues that may arise at your job.

Staff will work with you to find employment options. You, your employer and the Twin Rivers administrator must sign an employment agreement when you get a job. The form explains the rules and conditions you need to know while working. You and your counselor will review this form prior to starting your job.

If you are attending school part-time you are encouraged to find part-time employment. **Employment will help you:**

- Meet personal needs.
- Gain employment skills
- Begin to pay financial obligations.
- Save money for your transition back to the community.

Staff reviews your behaviors, responses, and overall program motivation throughout your time at Twin Rivers. The assessment helps to determine the level of community involvement you will have. Before you can participate in new community programs, staff will work with you on improving social behaviors. Working in the community is a privilege that is earned. You can earn the privilege through participation in high school. Behaviors that disrupt your treatment, others treatment, or the program can result removal from community programs.

If you call out for employment for illness, you are put on sick status. You must stay in your room all day. If you're experiencing anxiety or are working through personal issues or trauma, please communicate with staff. We want to help.

### If you work in the community, you are expected to:

- 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.
- Call the facility immediately upon arriving at your work site to check in when traveling by yourself.
- Remain with staff in the State vehicle until staff are ready to enter the facility when returning to the facility.
- Get approval for all alternate transportation. Unauthorized rides are not allowed.
- Request overtime or schedule changes. These 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.

- Discuss leaving your job with your counselor prior to taking any action. It is customary to give a two-week notice to all employers.
- You will be required to meet with the Twin Rivers supervisor and your counselor to discuss the next steps, if you are fired or quit without notice.
- Turn in your check to staff upon receiving it. Most employers utilize direct deposit. Twin Rivers management will assist in setting up direct deposit into our Trust Account. No pay cards will be used.
- Sign in when returning to Twin Rivers from work. You may be subject to a search that includes belongings.
- Work with your counselor and the supervisor to determine employment locations and hours.
- Get Regional Administrator approval to work up to 16 hours a day. Employed residents are allowed to work up to 12 hours per day.

## COMMUNITY ENGAGEMENT AND FAMILY VISITATION

### Family Visitation

We encourage family and community support during your time at Twin Rivers. 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 visiting during scheduled program visiting hours or by calling ahead to set up a visit. All children who are visiting Twin Rivers must always be under the direct supervision of a parent or guardian.

- Most parents and legal guardians do not need approval. The exception to this rule is if the court or JR has recommended it.
- Any family member in the parent or guardian's home will not need approval. If parents are separated or divorced, approval is automatically extended to both households.
- All other relatives, including siblings living outside the parent or guardian's home require approval from your assigned counselor or the program supervisor.
- Visitors are required to schedule visits **at least 24 hours in advance**.



## Non-Family Visitors

After the first 30 days at Twin Rivers, you can have visitors that are not family. Your counselor must approve all visitors that are not family before their arrival. You must tell staff at least 24 hours before the visit to get approval. If a visitor is under the age of 18 they must have parental approval before visiting. Children under 16 years old must be supervised by their parents or guardians during the visit. You can work with your counselor to arrange non-family visitation.

## Visiting Hours

Visiting hours are Saturday from 9:00 a.m. to 9:30 p.m., Sunday from 10 a.m. to 8:30 p.m. and Monday-Thursday from 2:30 p.m. to 8:30 p.m. and Friday from 2:30 p.m. to 9:30 p.m. You cannot miss school, work, or treatment groups for visitation. No visits are allowed after dark. Visitors must leave during mealtimes.

## Visiting Procedures

- All visitors must check in with staff.
- All visitors must sign the visitor log and present valid photo ID.
- Items brought into the facility will be checked and searched by staff. Staff will inventory clothing before giving it to a resident.
- Staff will document and remove restricted items.
- All money must be given directly to staff. This money will be receipted and deposited into your account.
- Visitors cannot bring personal property, including a cell phone inside the facility.
- Smoking is not allowed on Twin Rivers property.

- Tobacco products and lighters are not allowed in the facility.
- Visitors may bring clothing for residents at Twin Rivers. Items may need approval by staff.
- Only non-perishable, permitted snack foods may be brought by visitors.
- Visitation is in the classroom. If the weather is nice, visitation may be outside in the backyard.
- Visitors cannot go down the hallway or to resident rooms without staff.
- No Intimate or inappropriate physical contact during visits. Staff will determine if the physical content is inappropriate.

## Family Outings (Community Involvement Passes)

After 30 days at Twin Rivers, you may be able to go on family outings and get a Community Individual Pass (CIP).

Family outings can last from 1-12 hours depending on your level in the program. A CIP lasts about five hours. All outings must be near Twin Rivers. You must stay in Benton County for the outing. You can meet with your counselor to arrange family outings. You and your counselor will also review guidelines for family outings. Staff are required to complete site checks while you are on CIP.

**Note:** A family member must show a current driver's license and insurance card to staff before an outing. Family members must review the Orientation to CIP with staff. You must sign the Community Involvement Expectations checklist before leaving. You can request money for CIPs. It is important that all purchases have receipts that you can turn in.



## Authorized Leave

After you complete 60% of your sentence, you may be able to go on authorized leave. During your time at Twin Rivers, you can go home on 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. 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 calls are limited to 15 minutes. We want all residents to have equal access to phones, so it is important to be mindful of other people'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. Monday – Thursday, from 2:30 p.m. to 9:45 a.m. Friday, and from 9 a.m. to 9:45 a.m. on Saturday. These times exclude enrichment time hours.
- All calls are documented in the phone call log.
- Staff will help with making all calls.
- You may only receive from and make phone calls to people on your approved phone contact list.
- No calls can be transferred to third party, another resident, or another phone number.
- Staff will let you know if they will monitor calls.
- You can make up to 4 total calls, including incoming and outgoing calls.
- You cannot call friends at Institutions or another Community Facility. If you want to connect with a former counselor or JR staff, talk to your counselor to plan.
- Extra phone calls may be earned. You are limited to two bonus phone calls per day.

## Resident Funds

While at Twin Rivers, you may get or earn money. Twin Rivers staff are the assigned custodians of all money received by residents. Staff will document and receipt all the money and place it in the individual in-house account. You will immediately turn in all the money to the staff on duty to put into account. Residents requesting money need to submit a money request by 5 p.m. on Tuesday. Money will be withdrawn on Wednesdays.

- You will work with your counselor to create a budget and financial goals.
- You will review your restitution balances to create a financial obligations payment plan.
- You cannot loan or borrow money from other residents, staff, or community members.
- You will need to sign off on all banking transactions.
- You will get access to your funds once you leave the facility.
- Twin Rivers staff collects all paychecks. If the business uses direct deposit, staff will help you set it up.
- You must have receipts for all purchases made while on community involvement passes, authorized leaves, or shopping trips.
- You will get monthly statements with your bank and in-house account balances.
- You will not be able to spend any of your money until you have completed all your treatment work.

## Secured Credit Card

A resident will need credit at some point in their life. Residents can qualify for a secured credit card under the following conditions:

- Counselor approval is required. Approval determined by a monthly plan to ensure payments are made as expected.
- Residents must be within six months of release or Community transition Services (CTS).
- Residents must contribute \$500 to establish secure credit accounts.
- Secured funds are managed the same as any other funds. The request days and times are the same.

## Written Correspondence

We encourage you to write often to your family. Twin Rivers supplies envelopes, postage, paper and pencils for writing letters.

- Staff will open all incoming mail. Staff do not read mail but do check for contraband and/or money. 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 place all money in your resident account for safekeeping.
- Staff will confiscate contraband and any mail with gang symbols, inappropriate photographs, obscene symbols or language, or anything contrary to the treatment process.
- You will not be allowed to communicate by mail to your co-defendants, victims, or residents that are in adult correctional facilities. Exceptions are made for family members or if arranged by the administrator.

## Community Service

**Twin Rivers requires Community Service to help you:**

- Be involved in the Community.
- Develop support networks.
- Give back to the community.
- Practice social skills.

The hours completed at Twin Rivers can also go towards community services required by the court. Residents at Twin Rivers have many opportunities to volunteer throughout the year. Staff will let you know when we have community events to help with.



## PERSONAL WELLNESS

Twin Rivers supports personal wellness and healthy lifestyles. Twin Rivers has two full-time cooks who provide nutritious, balanced meals. Twin Rivers also provides some structure to encourage necessary levels of sleep and exercise.

The facility has weights and a basketball court. At Twin Rivers you will be able to go on hikes, walks, bike rides or play sports in the community. You could also get membership to a local gym.

## Medical, Dental and Mental Health Services

Medical, dental, and mental health services are available off site in the community. When you arrive, we will make an appointment with a doctor.

Most residents are eligible for a DCYF medical card under the Medicaid program unless earnings exceed the eligibility limits. Your private insurance carrier may cover treatment. Medicaid covers some basic services. Other services may cost extra. Twin Rivers pays for the treatment needed not covered by Medicaid with approval by the program administrator.

It can take several weeks to schedule appointments. Please speak with staff if 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. Medicaid 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 Medicaid or insurance are your responsibility unless approved by your counselor, the supervisor or the administrator.

You cannot keep medication in your room. Staff manage all medication. Staff supervise consumption of any medication.

A current Vaccination record is required for school. If your record date is not current, you will need to get the required vaccinations.

If you refuse medical or dental care, you need to sign a waiver releasing Twin Rivers from any responsibility. Taking your prescribed medication is voluntary. Refusing medication may result in a consultation with the supervisor or administrator.

If you need to miss school due to illness, you must remain at the house, sleeping, or relaxing in your room. Follow your physician's instructions for taking any prescribed medications, care of your illness or injury, and any activity restrictions. Residents who do not must sign a waiver.

#### **When you are sick:**

- All meals are served and eaten in your room.
- Contact with others is limited.
- No non-emergency phone calls.
- Medication calls are allowed at staff discretion.
- If you are employed, you must contact your employer.
- Stay in your room.

### **Mealtime Expectations**

Any resident under the age of 21 must eat breakfast and lunch. Good nutrition is important. Twin Rivers provides three meals daily. Please tell your counselor if you have any food allergies. They will tell the cook to make accommodation.

#### **Below are a few mealtime expectations:**

- Residents eat together at the main dining table during mealtimes.
- You tell your counselor about dietary needs based on cultural or religious practices.
- You get a cake on 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 mealtimes (say please, thank you and talk at a reasonable volume).
- Foul language is not tolerated.
- Juice is only available for breakfast.
- Any other food preparation that requires the use of anything other than permitted cooking utensils, dishes and tools is prohibited.
- Please wear shirts, close-toed shoes and pants/shorts for all meals.
- You must remove hats and hoods during meals.
- Eat all food in the dining room.
- Residents may not watch TV, play video games or make phone calls until all meal details are completed.
- 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.



## Door Dash/Uber Eats (Honor Phase Only)

Door Dash and other food delivery services can be earned but will not impact the food program. If this is earned, your counselor will schedule a date and time (it cannot be before 6:00 p.m. or after 8:00 p.m.). This is only available twice a month. If Door Dash or Uber Eats shows up with an order that has not been approved, the food will not be accepted.



MEALTIME SCHEDULE							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Breakfast	8 a.m.	8 a.m.	8 a.m.	8 a.m.	8 a.m.	9 a.m.	9 a.m.
Enrichment Time	11 a.m.	11 a.m.	11 a.m.	11 a.m.	11 a.m.	11 a.m.	11 a.m.
Lunch	12 p.m.	12 p.m.	12 p.m.	12 p.m.	12 p.m.	12 p.m.	12 p.m.
Enrichment Time	1 p.m.	1 p.m.	1 p.m.	1 p.m.	1 p.m.	1 p.m.	1 p.m.
Dinner	5 p.m.	5 p.m.	5 p.m.	5 p.m.	5 p.m.	5 p.m.	5 p.m.
Snack	7 - 8 p.m.	7 - 8 p.m.	7 - 8 p.m.	7 - 8 p.m.	7 - 8 p.m.	7 - 8 p.m.	7 - 8 p.m.

**Note:** Enrichment Time is one hour before and one hour after lunch.

You can have some 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. 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: If dinner at 5 p.m., no outside fast food in the facility until after 6 p.m.)*

### Below are some snack expectations:

- You will be limited to the amount of food you are able to keep in your rooms. The staff team will monitor your food supply for appropriateness.
- All snacks must remain in your designated food tote - wrappers, food crumbs and open food packages
- You cannot take raw, cooked or otherwise perishable food out of the dining room. Plates, cups, and bowls must remain in the dining area.
- Your room must remain clean, and food remnants/wrappers must be thrown away. If you are unable to keep your room clean, snack privileges will be suspended.
- No food preparation after 8 p.m.

## Bedroom Cleanliness

Room cleanliness must meet the minimum standards at Twin Rivers. It is important for yourself and your roommate that your room is neat and orderly. Rooms should be cleaned before you leave the facility in the morning and kept neat throughout the day. You are responsible for your possessions and bedroom area.

### 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 to be mopped, rugs washed weekly.
- 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.

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

## Bedtime, Hygiene and Lights Out

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

You may have up to 15 peers living with you at Twin Rivers. Hygiene is important. You are required to shower daily. If you don't practice basic hygiene, your counselor will work with you to improve.

### Twin Rivers provides the following hygiene products:

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

Additional or special supplies are your responsibility unless required for medical reasons. You cannot have products in aerosol cans at Twin Rivers. Please remove all personal items like razors or shampoo from bathroom. Leaving items in the bathrooms may result in their removal.

You are responsible for your own haircuts. If you don't have a source of income, Twin Rivers will arrange for you to get your haircut. You may own clippers and cut your own. Consult staff prior to cutting your hair. You cannot have shaving lines in eyebrows and any other "style" that may be interpreted by staff as gang related.

## Laundry

Twin Rivers provides all residents with a fitted sheet, flat sheet, pillowcase, pillow, blanket, washcloth, and bath towel. You can request additional blankets from staff. 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 must wash them weekly.

You will wash your own laundry. Twin Rivers provides laundry detergent, bleach (given by staff), and laundry basket. You can purchase your own laundry detergent and dryer sheets.

	Hygiene	Rack Time	All Lights Out
Sunday - Thursday	9 - 9:30 p.m.	9:30 p.m.	1:00 a.m.
Friday - Saturday	10 - 10:30 p.m.	10:30 p.m.	2:00 a.m.

Residents on Restricted Programming (RP)			
	Hygiene	Rack Time	All Lights Out
Sunday - Thursday	8:30 - 9 p.m.	9:00 p.m.	10:00 p.m.
Friday - Saturday	8:30 - 9 p.m.	9:00 p.m.	10:00 p.m.

**Note:** You are allotted 30 min. for hygiene, please plan. After 30 min., 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.

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

## Religion

Residents of Twin Rivers can participate in religious activities of their personal faith or belief. Participation is strictly voluntary and the request for participation must come from the residents. 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 and/or treatment homework. It's important to remember that treatment never stops. We will be working 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 will assign you a counselor before you join the facility. The counselor will be in regular contact with you at least 30 days before you arrive. Your counselor will help you during the treatment process and communicate with your family and parole counselor. Your counselor will meet with you weekly for individual counseling.

The priority in your individual counseling sessions will be to go over what treatment and counseling will look like. You will meet for at least one hour every week.

Your counselor will review limits of confidentiality. This means that you will review what will remain confidential and what will have to be reported or discussed with other staff. With your counselor, you will identify what you would like to work on. You may also discuss what your parents/guardian or staff would like you to work on.

You will discuss what has worked well for you in the past and what has not. You will also review the skills you have already and skills you would like to learn. With staff, you will identify both short and long-term goals to work toward. Your regular sessions will focus on finding target behaviors that you and your counselor agree are important. Chain analysis will also be used to help you, and your counselor reviews your behaviors and the “function” of your behaviors so that you can work together to make changes.

## Journal Cards

Staff or your Dialectical Behavioral Therapy (DBT) group leader will 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 behavior is part of your treatment program. Journal Cards are like diary cards. Anything can be tracked. It can be very helpful when trying to change something, to monitor certain behaviors or circumstances that you may be presented with on any given day. Self-awareness is a vital step when working towards 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 weekly to go over ways to manage anger, emotions, and frustrations. This group helps you develop effective interpersonal skills. There are four separate teaching modules including mindfulness, interpersonal effectiveness, emotion regulation, and distress tolerance. You will have opportunities for role-play scenarios and strengthen your skills in problem solving.
- **DBT Generalization Skills Group** – This group meets weekly 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 program. These meetings take place on Tuesdays after staff meeting or any time staff need to share information with our residents.
- **Resident Council Meetings** – Twice a month on Tuesday's during staff meeting. Provides 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 youth to get the individualized treatment they need and helps youth from the area continue treatment while on parole or after release from Twin Rivers.

- **Drug and Alcohol Outpatient or Intensive Outpatient Services** – Residents who have a documented history of drug and/or alcohol abuse will receive a drug and alcohol assessment upon arrival to Twin Rivers. Completing an in-patient program does not always determine whether 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 if needed, this orientation period can be extended.

## 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).
- Have first session with assigned counselor to begin to develop 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 regarding 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 around the house.
- Generalize your treatment program to make connections between your current 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 or groups. 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 team to learn from them and move forward.
- Take cues from staff without aggression or push back.
- No more than one resident at the duty station window at a time.

## 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, completing individual and group homework).
- Ability to go on staff supervised outings in the community (walks, hikes, fishing).
- Visitation from family and approved visitors (some restrictions do apply).
- Employment searching in the community (all employment inquiries go through your assigned counselor first).
- Community Involvement Passes (eligible after 30 days in program).
- Self-transportation to school or work (eligible after 30 days in program).
- Monthly shopping trips with assigned counselors.
- On-line shopping for special items (budget goal with assigned counselor must be met).
- Ability to have music equipment such as guitars, keyboards, mixers (volume restrictions apply).
- 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 Community Involvement Passes (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 BBQ's, facility funded community activities or events).
- Employment is allowed when residents are following the rules in program.
- Community education is allowed when residents are following the rules in the program.
- Potential to advance to Honor Phase for more opportunities.

## Program Rules

The goal of Twin Rivers is to create a safe environment to focus on treatment and reentry. Twin Rivers has many program policies to achieve this goal. These policies outline rules, expectations, and consequences for 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, shoelaces, 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 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 the inside of the 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 each time you leave the facility for individual programming or CIPs on the clipboard located near the staff office.
- 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 are to come inside the facility at dusk (unless with staff supervision).
- No swearing or derogatory gestures.
- Must remain respectful and accept all peers, staff and contractors throughout your stay.
- Nothing that objectifies people.
- Videos are not allowed on MP3 players.
- No clothing that promotes criminal lifestyle, alcohol, drugs, sex or gangs.
- If not following staff directives.
- Personal video game systems are not allowed in resident rooms.
- While inside the residence, the expectation is that all head gear, including hats, hair coverings and hoods, will not be worn. Exceptions can be made for legitimate purposes.

## 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. You must share all necessary passwords with your counselor. Your personal laptop will only be used for school programming.

You can use the house laptop computer for employment searching, legal, or school related things. There is a schedule to use, and time is limited to one hour, at one time, per day. This computer must stay plugged into the office monitor. Staff are required to monitor your computer usage. We want you to be able to utilize the internet appropriately.

The restrictions are simple. **Agency Policy and State Law** prohibit the viewing of R Rated/Unrated movies or Rated M Video Games. The content of whatever you are watching cannot involve the following: *gang activity, drug activity, sexually explicit or inappropriate material.*

## 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 and/or at their discretion.

## Transportation

You may be eligible to use the Benton Franklin Transit system to go to school and work. Your counselor will work with you on learning bus routes, establishing a timeline for travel. Staff may also transport you to community programming. While riding in a State Vehicle with staff, behavior must be appropriate. 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 on a State Vehicle.

## Refocus Status “RF” Status

RF is for residents who have brought in or been found with contraband (cell phone, nicotine products, drugs, porn, unauthorized property in room) This also include those that commit 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) will typically be a part of this process.

### Refocus Status Expectations:

- You must complete a BCA. This helps you and staff understand the behavior and identify alternative solutions or behaviors to increase.
- You and your counselor will develop a plan to address and prevent this behavior from continuing and commitments to increase skillful behaviors will be made.
- Off-site school and/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.
- TV's, 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 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 Restricted Program. To get off Restricted Program 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 Restricted Programming, 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.

### Restricted Program Expectations:

- No offsite school or employment (typically youth will not leave Twin Rivers campus).
- Conversation with employer or school sharing that your absence is related to a personal mistake.
- No off-campus community activities.
- Must complete a chain analysis of behavior (this helps you and the staff team understand the behavior and identify alternative behaviors).
- Counselors and youth develop a plan to address and prevent this behavior from continuing and commitments to increase skillful behavior will be made.
- Bedtime is at 8:00 p.m.
- Only one phone call per day to parent/guardian: no video chats.
- One hour of work supporting the improvement of the facility (extra detail, work on facility grounds, kitchen deep clean).
- All Program Privileges are suspended until placed back on Normal Program.

## Drugs and Alcohol

Juvenile Rehabilitation 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 and others treatment 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 the community goals you have because you won't be in the community. You will also not be given endless chances. You will be provided with a ton of opportunities to work with your counselor and our out-patient substance abuse 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 a secure facility.

## 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 daily 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 come off any type of community restriction.

**Keep in mind that any decision regarding procedures is all dependent on the discretion of the staff, at the time, which may be dependent on unrelated activities.**

## 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 and gifts from family/others and any money found while in the community.
- No R-rated movies or M-rated video games (games rated “T” are at staff discretion).
- Insensitive or offensive room decorations are not permitted.
- Gang related pictures, drawings or designs are not allowed and will be confiscated.
- No gambling.
- 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 destructing or possible destruction of Twin Rivers property.
- Details are done throughout the day, and everyone is assigned to them (details change every other Sunday)
- Music:
  - Please keep volume at reasonable levels (at the discretion of staff).
  - Music that contains swearing, glorifies violence, criminal acts or anti-social behavior **is not allowed**.
  - Music is permitted outside of your room **only with 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 ensure your request is answered. You can contact them at **(877) 295-2714** or **(206) 322-2444 x 101**. Calls to your attorney do not count toward your daily-allotted phone calls. If you have further questions, you can talk with your case manager, program supervisor or program administrator.

## FIRE AND EMERGENCY PROCEDURES

### Fire Drills

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

### Actual Fire

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

### Other Emergencies

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



*This handbook is not exhaustive, and guidelines change from time to time. It is important to recognize that staff will make the final interpretation of these guidelines.*



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

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