



## Youth Support Hotline

1-800-572-2782

Need to report sexual abuse or want to talk to someone for emotional support or confidential crisis counseling?

Ask to use the Youth Support Hotline located in the medical clinic. YWCA staff is available 24/7.

### Office of Youth and Community Restoration (OYCR)

Have a question or concern with how you are being treated or the conditions of a juvenile justice facility?

#### THE OMBUDSPERSON CAN HELP!

The Ombudsman is an independent problem-solver responsible for investigating complaints and attempting to resolve them for people involved. As a youth in a juvenile justice facility, you have the right to ask questions or file a complaint with the Ombudsman if your rights have been violated or ignored or you are concerned about the condition of the facility you are in. You cannot be punished or threatened for making a complaint.

### OYCR OMBUDSPERSON

1215 O Street, Sacramento, CA 95814 |  
OYCRombuds@chhs.ca.gov | 1-844-402-1880

### INTERNAL AFFAIRS (IA)

2314 North 1<sup>st</sup> Street,  
San Jose, CA 95131  
internal.affairs@pro.sccgov.org  
1-408-435-2150

## COMMUNITY CRISIS SUPPORT RESOURCES

### \*FREE 24/7 HOTLINES\*

**SANTA CLARA COUNTY SUICIDE AND CRISIS HOTLINE**  
1-855-278-4204

**NATIONAL SUICIDE PREVENTION HOTLINE**  
1-800-273-8255

**MENTAL HEALTH HOTLINE FOR LGBTQ+ TEENS**  
1-800-246-7743

**CALIFORNIA YOUTH CRISIS LINE**  
1-800-843-5200

**BILL WILSON CENTER**  
1-408-850-6125

**DOMESTIC VIOLENCE HOTLINE**  
1-800-799-7233

### \*MOBILE CRISIS\*

**UPLIFT MOBILE CRISIS**  
1-408-379-9085

\*24 Hour intervention for children and teens who are in acute psychological crisis\*

**CRISIS TEXT LINE TEXT "RENEW" TO 741741**

\*These are volunteers and not professionals. They can provide support, but not medical advice\*

**LIFELINE CRISIS CHAT**  
WWW.CRISISCHAT.ORG

\*Emotional support, crisis intervention, and suicide prevention chat service\*

# JUVENILE DETENTION FACILITIES

James Ranch/Juvenile Hall



## ZERO TOLERANCE POLICY

## PRISON RAPE ELIMINATION ACT

## REPORTING SEXUAL ABUSE



# ZERO TOLERANCE

FOR SEXUAL ABUSE AND SEXUAL HARASSMENT

**The County of Santa Clara Probation Department has a Zero Tolerance Policy for sexual abuse, sexual harassment, and misconduct. All incidents will be investigated; victims will be provided medical/emotional support and be protected from further harm and retaliation.**

- Youth have the right to be free from sexual abuse and sexual harassments.
- If youth are hurt by another resident or staff, please let any adult know.
- Youth will be held responsible and may be charged if they hurt another resident.
- If youth make false allegations, they will be held accountable.

## PRISON RAPE ELIMINATION ACT (PREA)

**The goal of PREA is to eradicate sexual abuse and sexual harassment in all confinement settings in this country.**

### Staff Sexual Misconduct

-Any threatened, coerced, attempted, or completed sexual contact, assault or battery between staff and offenders. The legal concept of "consent" does not exist between staff and offenders; any sexual behavior between them constitutes sexual misconduct and shall subject the staff member to disciplinary action and/or to prosecution under the law.

### Staff Sexual Harassment

-Repeated verbal comments or gestures of a sexual nature to a resident by a staff member, contractor, or volunteer, including demeaning references to gender, sexually suggestive or derogatory comments about body or clothing, or obscene language or gestures.

### Sexual Violence

-Abusive Sexual Contact: Contact of any person without his or her consent, or by coercion, or contact of a person who is unable to consent or refuse AND intentional touching either directly or through clothing

-Nonconsensual Sex Acts: Contact of any person without his or her consent, or by coercion, or contact of a person who is unable to consent or refuse

### Sexual Harassment

-Unwelcomed and repeated sexual advances, requests for sexual favors, or verbal comments, gestures, or actions of a derogatory or offensive sexual nature by an offender towards another

## HOW TO REPORT SEXUAL ABUSE IN CUSTODY

**All allegations of sexual abuse should be reported and will be investigated.**

*If the assault has just happened...*

- Youth may report sexual abuse or sexual harassment incidents anonymously or to any staff member they choose.

*If you have been abused or witnessed abuse, but you are unwilling to report it to a staff member, you may confidentially report by:*

- filling out a sick call form,
- writing a letter to Administration,
- requesting to talk to Behavioral Health
- requesting to see the Chaplain,
- talking to a Probation Manager, parent, or any adult,
- asking to use the Youth Support Hotline in the medical clinic to contact the YWCA Support Hotline
- calling the OYCR Ombudsperson Office.

**PREA Coordinator & Compliance  
Manager can be reached at:**

**PREAMail@pro.sccgov.org**