

**Can I put money on their books for food?**

The facility provides three meals a day (breakfast, lunch and dinner) as well as three snacks a day between each meal. Youth are also able to earn commissary based on their display of good behavior through the level system. Additional funds are not necessary

**Are they sleeping in single rooms? Do they have roommates?**

Youth reside in groups called pods with each pod consisting of 10 or 20 single rooms.

**My child reported problems at the facility during our phone conversation, who can I talk to about these problems?**

Please contact your housing unit Social Service Coordinator.

**How often are they wearing handcuffs?**

We take handcuffs and restraints use seriously. They are only used to maintain safety and security. Every use of restraints and handcuffs are reviewed and tracked by administration.

**If something happens to my child, will I be notified?**

Parents/legal guardians are notified of all significant or critical incidents involving their child.

**Do they get haircuts?**

Haircuts are given on the first and third Thursdays of every month.

**They have property of mine (ex. Phone) that was brought into the facility, how do I get that back?**

A juvenile's property cannot be released after he/she has been held in the facility without an order from the court directing the facility to release said items. To recover items, a photo identification is required. You can pick up property Monday Through Friday 9am -3pm.

**Can they write letters? If so, do I need to provide envelopes or stamps?**

The facility will pay for outgoing mail each week.

**Can he/she have pictures of family?**

Yes. Photos should not include any weapons, nudity, or gang affiliation.

**My child is currently in counseling, can his counselor visit?**

Yes, please contact the housing unit Social Service Coordinator for further details.

**Do I need to bring them clothes? Personal items? What do they wear?**

No, all residents are given a full issue of clothing and bedding to use during their stay. Clean underclothes and uniforms are provided daily. Parents/guardians may contact a Social Service Coordinator if they wish to have their son/daughter wear specific clothing to court



**Cuyahoga County  
Juvenile Detention  
Center**

**FREQUENTLY  
ASKED  
QUESTIONS**

### **My kid isn't very big, will he/she be safe in the facility?**

The highest focus of the Detention Center is that every effort is made to ensure that each resident is kept safe and secure. Each staff member is required to complete training and certification on proper and appropriate management of juveniles in a detention setting.

### **What kind of food will he/she be eating? How often will he/she be fed?**

To ensure meals are nutritionally balanced, well planned, and prepared and served in a manner that meets established governmental health and safety codes, a full-time, contracted, staff member experienced in food services management supervises all foodservices operations. All menus are approved by a licensed dietician. When planning and preparing meals, flavor, texture, temperature, appearance and palatability are taken into consideration. Juveniles are fed three meals a day, with one evening snack.

### **What is the level system?**

The level system is way for the facility to offer incentives to the youth for good behavior. The level system consists of Orientation, Level One, Level Two, Level Three, and Level Four (Star Mentor). Each new level earned is given a reward, such as specialty programming or special visitation privileges.

### **When can I call my son or daughter?**

Youth will receive a call during the intake process. They have the ability to call twice a week for 30 minutes on their designated phone call day at no cost. Guardians are not permitted to call the facility and request to speak with their child. Guardians may contact Securus at 1-800-844-6591 to set up an account to receive collect phone calls from their youth.

### **Who do I talk to about this/her medications?**

Medical staff and services are provided pursuant to a contract with Wellpath. The facility has full time nursing staff on site seven days a week. A licensed physician reviews all problems or concerns identified by the nursing staff. If a parent/guardian has a question, they may call the nurse to inquire further about their child at 216-443-3311.

### **When can I come visit my child?**

Please see the visitation schedule listed on our website for details

### **Can his/her child come visit them in the facility?**

Youth may earn visitation privileges, through our level system, to visit with their child(ren). The court may also provide a court order for the youth to have visitation with his/her child(ren).

### **Can his/her siblings come visit?**

The youth can earn special visits through the level system that can permit them to visit.

### **My child has mental health concerns, whom can I talk to about this?**

You can contact our Mental Health Team at 216-443-3107 to address any mental health concerns about their child.

### **Do they go to school?**

Classes are taught by Cleveland Municipal School District (CMSD) teachers and the youth follow the same schedule and calendar as the extended year schools. Youth are not permitted to get their GED while in Detention. Education records can be obtained by contacting: 216-443-4902

### **Do they get to participate in physical activity?**

To promote good health and wellbeing, youth have access to recreational programming and equipment for physical activity, including outdoor exercise, as the weather permits. The schedule includes a minimum of one hour of physical activity that focuses on large muscle development and one hour of leisure activity a day.