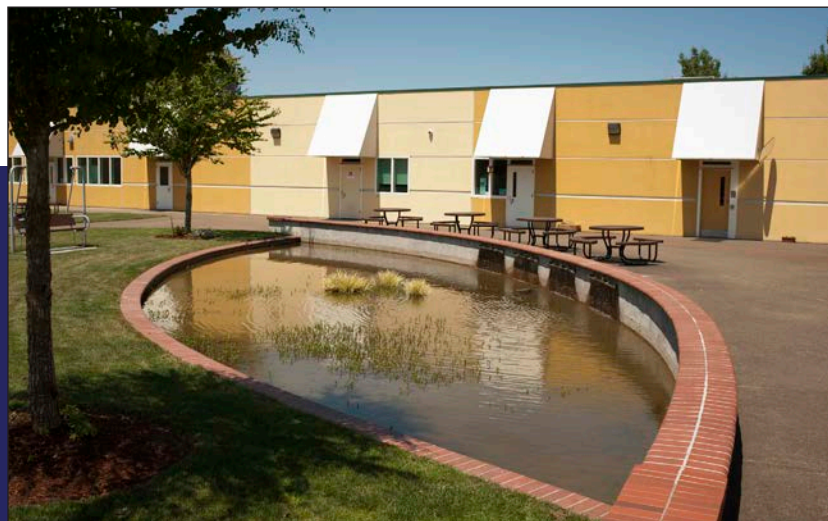




# FAMILY GUIDE

## Oak Creek Youth Correctional Facility



# ABOUT OAK CREEK

## ➔ What is Oak Creek?

All female youth who are committed to an Oregon Youth Authority (OYA) close-custody facility go to Oak Creek. Oak Creek houses a mix of youth who were committed to OYA by juvenile courts, and youth who were committed in adult courts to the custody of the Oregon Department of Corrections, but who stay at Oak Creek because of their age.

At Oak Creek, we assess youths' physical health, mental health, education level, and treatment needs. We provide them with a structured environment and the education, guidance, and support they need to be crime-free and productive members of their communities.

## 👕 What Youth May Have

When youth arrive, Oak Creek provides them with these items:

- Bed and bedding
- Clothing: Sweatpants, sweatshirt, jacket, t-shirts, shorts, socks
- Undergarments (if you prefer that your youth have her personal undergarments, you may provide them, if you first get approval from her treatment team)
- Shoes: tennis shoes and sandals
- Hygiene products: soap, toothbrush, toothpaste, deodorant, comb, and all other products to meet her needs
- Religious items (only if youth ask for them and the items are approved by managers)

In the beginning, youth may have only these items. As they progress through our programs and earn more privileges, they may be able to have other items.



Day room in Cedar Unit. Aspen and Cedar have a similar layout.



Sleeping dorm in Cedar Unit.

## 🛏️ Where Youth Live

Youth at Oak Creek live in one of two living units: Aspen or Cedar. Each unit houses up to 25 youth, who sleep in a large dorm. Youth receive 24-hour care and supervision from adult staff who plan their activities and treatment, and help them with skill development. Keeping youth safe and secure is our staff's first priority.

## **Health Care and Nutrition**

While your child is with OYA, we provide her with the treatment, medical care, and mental health care she needs. Oak Creek has a clinic with nurses, a doctor, psychologists, psychiatrists, and access to a dentist. We also have contracts with health care providers in the community for services we do not provide.

You may not bring in or mail food to your child. We provide Oak Creek youth with regular healthy meals and recreation programs, including sports and other physical activities.

## **Money for Youth**

You may not give money directly to your child. Each youth at Oak Creek has an account that family and friends can add money to.

You can add money to your child's account in person at the Oak Creek front desk, or by dropping it in the deposit box outside our visiting area, using the envelopes we provide. You also may mail in a payment — we accept checks, money orders, or cash.

## **Multidisciplinary Team (MDT)**

Every youth at OYA has a multidisciplinary team (MDT) that includes her treatment team, her juvenile parole and probation officer, education staff, her parents or guardians, and a mental health professional. This team meets regularly with the youth to talk about her progress and plan how she will be successful.

This is your chance to learn about how your child is doing and talk with staff about how to help her set goals and meet them. Staff will contact you soon about your child's first MDT meeting.

## **Filing Complaints or Reporting Abuse**

If you or your child feel your rights have been violated, or you were not treated fairly by OYA staff, we encourage you to talk with Oak Creek's program director or superintendent, your child's Juvenile Parole and Probation Officer (JPPO), or other OYA staff you trust.

You also may file a complaint with OYA's Professional Standards Office (PSO), which investigates all reports of abuse and works with facilities to address complaints it receives.

OYA has zero tolerance for abuse, whether it is verbal, physical, emotional, or sexual. It does not matter who the abuser is — other youth, staff, family members, foster parents, volunteers, or anyone else.

Here are several ways to report abuse or file a complaint:

- Call the OYA hotline: 1-800-315-5440.
- Tell Oak Creek's superintendent or program director, or any OYA staff member. All staff are required to report abuse.
- Fill out a grievance form. They are available at OYA's field offices or in your child's living unit.
- File a report online: [bit.ly/oyacomplaint](https://bit.ly/oyacomplaint)
- Email PSO: [professionalstandards.office@oya.state.or.us](mailto:professionalstandards.office@oya.state.or.us)

# HOW TO CONTACT YOUTH



## Visiting

All visitors first must get approval from the facility and their youth's unit manager. Learn more in our [Visiting Information brochure](#).



## Phone Calls

Youth may make one phone call each week, with calls limited to about 10 minutes. They may call only people who are approved by their unit manager. They are not allowed to receive phone calls. If you want to pass on important information to your child, or get updates on how she is doing, you may call her case coordinator or living unit manager.



## Family Events

Positive family connections help youth do better in their education and treatment. Oak Creek supports positive family involvement, and we host events to allow youth and their families to spend time together. These include a Mother's Day brunch, a Father's Day barbecue, graduation, and a school open house.

We also host workshops to help families learn about the treatment we offer to youth. To see a list of upcoming events and workshops, check out the family bulletin board in our visiting area.



## Mail

Youth may send letters, and they may receive letters, money, or stamps through the mail. Youth must buy stamps using money in their trust account. If they do not have enough money in their account to buy stamps, we will provide them with three stamps per week.

Oak Creek staff open and inspect all mail to make sure that it is appropriate and does not contain items that are not allowed. This is to keep all youth and staff safe. Your mail could be returned to you if our staff determine that it is not appropriate.

## New Family Orientation

We offer monthly orientations for parents and guardians of new Oak Creek youth. At these orientations, you can meet staff from the facility who are working with your child. You also can learn about these topics and how they work at Oak Creek:

- Treatment
- Education
- Our approach to working with youth
- Youth safety

To learn the orientation schedule, call 541-791-5900 or check the family bulletin board when you visit.

# PACKAGES

All packages must be approved by your youth's living unit manager or case coordinator before you send them. Packages that are not pre-approved will be returned to sender.



When your child first arrives at Oak Creek, the number and type of items she may have is limited. As she progresses through Oak Creek's system of privilege levels, she will be able to have more items and she can earn the ability to receive more packages. As mentioned above, please check with your child's treatment team before sending packages. The items youth may have depend on their privilege level and may change for security reasons.

When you send gifts to your youth, please do not wrap them — this is for the safety of all our youth. You may put the gifts in unsealed decorated gift bags or boxes.

## What is Not Allowed?

- Food, drinks, candy, or gum
- Glass containers and mirrors
- Aerosol containers
- Perfume, cologne, or after-shave
- Ornamental ribbon or metal
- Hardcover books
- Jewelry (except religious necklaces)
- Hygiene products (except makeup)
- Vitamins and dietary supplements
- Other contraband items

## What May I Send?

Youth are only allowed to have certain items, depending on their privilege level. Before sending any items, talk with your child's treatment team to learn what she may have. Here are some ideas — all items are dependent on the youth's level:

- Comb and brush sets
- Makeup (must be in factory-sealed packaging; no liquid eyeliner, waterproof items, or glass containers)
- Coloring books and non-toxic crayons
- Craft how-to books
- Religious books (soft cover only)
- Paperback books (no drug references, graphic violence, or sexual content)
- Address books (small, soft cover)
- Photo albums (no spirals)
- Journals or blank books (soft cover only; no spirals)
- Religious necklaces
- Stationery and envelopes (no pre-stamped envelopes)
- Bookmarks (paper or cardboard)
- Small calendars (no wire or staples)
- Small stuffed animal (12 inches max; no ribbons or metal)
- Playing cards or card games
- Checkers or dominoes
- Pajamas and undergarments (bras without underwire are preferred; if you send a bra with an underwire, we will remove the wire)
- Jigsaw puzzles
- Small posters with positive messages
- Personal clothing

# What happens when youth are at Oak Creek?

## The first day



### We check their basic physical health.

This includes drug and alcohol tests, and a review of current medications, health needs, and medical history.



### We give them an orientation.

They get a treatment workbook and learn about their rights, rules, and healthy habits.



### We assess their basic mental health.

This is done by a qualified mental health professional.



### They meet the staff on their living unit.

These are the people who supervise and support them every day.



### We assign them to a living unit.

Oak Creek has two units: Aspen and Cedar. Youth generally are assigned to units based on their age.



### They receive supplies.

We provide them a bed, bedding, clothing, shoes, and hygiene products.



### They call family.

They make one phone call to a family member. We share visit information and answer questions during the call.



### They take part in daily life on the living unit.

This includes attending school, eating meals, and exercising.



### We do a full health check.

This includes a physical, dental exam, and tests for hearing, vision, and sexually transmitted diseases.



### We give them a full drug and alcohol screening if needed.



### We check their educational and vocational needs.

We look at how much school they have completed and what they still need, and create a learning plan.



### A psychologist assesses their mental health.

If needed, they may see a psychiatrist for treatment and medications.



### They begin receiving visitors and mail, and making more phone calls.



### They have their first multidisciplinary team (MDT) meeting.

This happens within 45 days, and family are invited. We discuss treatment and transition goals.



### They have ongoing MDT meetings.

These happen every 90 days to discuss treatment, goals, and progress.



### They work toward earning their high school diploma or GED and completing treatment.

We also have college and vocational programs.



### They participate in positive youth engagement activities.

These include recreation, sports, arts, and cultural programs.



### We help them learn how to contribute to and participate in their community in positive ways.



### They transition out of Oak Creek.

Through the MDT process, we work to make sure they build the skills they need for their next step.

## The rest of their time at Oak Creek

# SCHOOL AND ENRICHMENT

## School

Oak Creek has a school on site to help students earn high school and college credits. Three Lakes High School is operated by the Multnomah Education Service District and has a similar structure to other public schools, with a principal, certified teachers, and other support staff. Three Lakes is a fully digital campus with computers and laptops available for all students.

Students receive course schedules each term with opportunities to attend a five-period school day. They have educational goals that require them to work toward earning a high school diploma or GED. If they have already earned their high school diploma, they can take college courses online or in person at Oak Creek. These courses are also available as dual high school/college credit courses through partnerships with Linn-Benton and Portland community colleges.

Oak Creek also offers multiple vocational programs and certifications, including:

- Wildland firefighting
- Welding
- Forklift and tractor operations
- Culinary
- C-Tech technology education

## Enrichment Programs

In addition to school and treatment, Oak Creek also offers multiple enrichment programs to help youth stay healthy, learn how to interact positively with others, and build skills that will help them when they return to the community. Community members often come into Oak Creek to volunteer or offer programs for our youth. Programs include:

- Recreation and sports
- Writing, photography, and other arts
- Cultural events
- Activities that give back to the community



# YOUNG WOMEN'S TRANSITION PROGRAM

The Young Women's Transition Program (YWTP) is an OYA program located next to Oak Creek that is for female youth ages 15 to 25 who are moving from a youth correctional facility back to community living.

## Services Offered

YWTP is not an independent living program, although youth there do learn and practice independence skills. YWTP focuses on continued treatment, ongoing social skill-building, and education and vocational needs. The program has its own school, Riverside High School, which is run by the Multnomah Education Service District and offers the same types of educational and vocational programs as at Oak Creek. One major difference is that youth at YWTP are allowed to go out into the community for supervised work, school, volunteering, and enrichment opportunities.

## Who is Eligible

While youth are at Oak Creek, the members of their multidisciplinary team (MDT) will determine whether YWTP is an appropriate transition option for them. Youth are eligible for YWTP if they have shown by their changes at Oak Creek that they have the ability to make progress in treatment. They must show they are ready to be even more active in their treatment by learning and demonstrating the skills they will need to transition back to the community.





# VIEWS OF THE CAMPUS

## School



Left: Most classrooms at Oak Creek are located inside the living units.  
Right: This classroom and computer lab are for vocational programs.

## Medical Clinic



Oak Creek has a clinic with a doctor, nurses, and other medical staff.

## Gym



## Inner Courtyard



# THE ABCS OF OYA

The Oregon Youth Authority (OYA) uses many abbreviations that you may not have heard before. Here is a list to help you understand what they mean.

## **CC: Case Coordinator**

Case coordinators manage cases for the youth on their units. This person is one of your main contacts at our facility to learn about how your child is doing.

## **DOC: Department of Corrections**

This is Oregon's adult corrections agency. Some youth who come to OYA were convicted as adults and put in the legal custody of DOC. However, if they committed their crime before turning 18, the court may let them stay in OYA facilities until they finish their sentence or until they turn 25, whichever comes first.

## **GLC: Group Life Coordinator**

This person coordinates activities and supports youth in their daily life in the living units.

## **JPPO: Juvenile Parole and Probation Officer**

As soon as a court commits a youth to our custody, we assign a JPPO to her case. This person is one of your main contacts throughout your child's time in OYA custody. The JPPOs are located in our field offices.

## **LUM: Living Unit Manager**

This person supervises the staff and programs on the living units and makes sure the environment is supportive.

## **MDT: Multidisciplinary Team**

Every youth at OYA has a multidisciplinary team (MDT) that includes her treatment team, her juvenile parole and probation officer,

education staff, her parents or guardians, and a mental health professional. This team meets regularly with the youth to talk about her progress and plan how she will be successful.

## **OIIR: Office of Inclusion and Intercultural Relations**

This office provides youth with services that meet the needs of their culture, including youth support groups, cultural groups and events, and interpreters.

## **PSO: Professional Standards Office**

This OYA office investigates all reports of abuse and works with facilities to address complaints.

## **QMHP, or Q: Qualified Mental Health Professional**

This person coordinates treatment for your child and makes sure she gets the services she needs.

## **SUD: Substance Use Disorder**

All youth at OYA have the opportunity to participate in SUD treatment to address alcohol and drug addiction and dependence issues.

## **YCF: Youth Correctional Facility**

Also known as a close-custody facility, this secure facility run by OYA provides housing, treatment, and educational and vocational services for youth committed to our physical custody. Oak Creek is OYA's only female facility.

## **YWTP: Young Women's Transition Program**

Located next to Oak Creek, this OYA program helps youth build skills to transition successfully back into the community.



## **Oak Creek Youth Correctional Facility**

**4400 Lochner Road SE**

**Albany, OR 97322**

**Administration hours:** Monday-Friday, 8 a.m.-5 p.m.;  
closed Saturday and Sunday

**General phone:** 541-791-5900

**After-hours and weekends:** 541-791-5936

## **Directions**

### **From I-5 Northbound**

- Take Exit 228
- Turn left onto OR-34 toward Corvallis
- Turn right onto Columbus Street SE
- Turn left onto Ellingson Road SE
- Turn right onto Lochner Road SE
- Paved driveway entrance on the left

### **From I-5 Southbound**

- Take Exit 234B for State Hwy 99E toward Albany
- Merge onto OR-99E/Pacific Boulevard SE
- Turn left onto 34th Avenue SE
- Turn right onto Marion Street SE
- Turn left onto Lochner Road SE
- Paved driveway entrance on the right

## **Oregon Youth Authority**



530 Center St. NE, Suite 500

Salem, OR 97301-3777

Reception: 503-373-7205

En Español: 503-373-7205

[www.oregon.gov/OYA](http://www.oregon.gov/OYA)