

# Contacting Us

- The Ombuds program is available for residents, families, staff members, professionals, and the general public to answer questions or address concerns about conditions of confinement.
- The first point of contact for most concerns should be the juvenile correctional center where the resident is housed.
- A resident's chance for success increases when parents and facility caregivers are partners in the process.
- Building relationships with the facility staff members helps families know how to prepare for release and a successful transition back to the community.
- The Ombuds program can help you when you need additional assistance, encounter a problem the facility cannot handle, would prefer to remain anonymous or talk to someone outside the facility.



\*Please remember, the Ombuds Program is not an emergency response program, but your inquiry will be addressed as quickly as possible.

Director of Policy and Legislation  
(804) 396-8302

Rights and Accountability Manager  
(804)836-7856

PREA Coordinator  
(804) 297-1019

**Bon Air Juvenile Correctional Center**  
(804) 323-2550  
[www.djj.virginia.gov](http://www.djj.virginia.gov)

Virginia Department of Juvenile Justice  
600 E. Main Street, 20th Floor Richmond,  
VA 23218  
(804) 371-0700 | (866) 603-7143 (toll free)  
[www.djj.virginia.gov](http://www.djj.virginia.gov)



# OMBUDS PROGRAM



A Resource For  
Youth, Families,  
and Staff

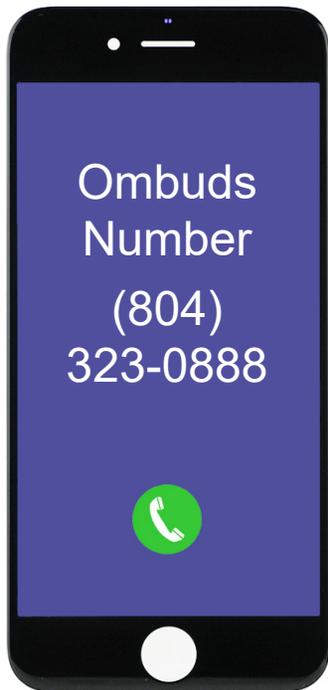


Virginia Department  
of Juvenile Justice

Safety. Connection.  
Purpose. Fairness.

# What Is The Ombuds Program?

- Its purpose is to monitor living conditions within Bon Air Juvenile Correctional Center, serving as an “early warning system” when problems are identified.
- It provides a way for parents and staff to privately report any areas of concern, including allegations of sexual harassment and sexual abuse in accordance with the Prison Rape Elimination Act (PREA).
- The Ombuds program is staffed by Human Rights Advocates assigned to Bon Air Juvenile Correctional Center.



# Grievance Procedure

- The Grievance Procedure is the tool given to committed youth to alert a facility’s administration when there is a misinterpretation or misapplication of a policy or procedure.

## Grievance Steps

- 1.) Residents write grievances on standardized forms and place them in locked boxes in living units and in other easily accessible locations within the facility.
- 2.) The facility’s human rights coordinator collects and investigates the grievances and meets with the residents to discuss the findings and any suggested remedies.

- All residents receive grievance procedure orientations when they arrive at the facility.
- Training on the grievance procedure is part of the initial training for all new staff members and is covered again during in-service training.



# Prison Rape Elimination Act (PREA)

- The Prison Rape Elimination Act (PREA) establishes the agency’s zero-tolerance policy towards any incidents of fraternization, sexual abuse, or sexual harassment.
- PREA makes preventing, detecting, and responding to such incidents a priority in all its facilities and is the framework for the agency’s compliance with the federal PREA standards.
- Orientation to the safeguards provided under the PREA standards are given to all residents when they arrive at the facility.
- Training on the PREA standards is also provided to all new staff at their initial training and reviewed again during in-service training.
- Family and staff members may use the Ombuds Program phone number to express any concerns and report any incidents or suspicion of sexual harassment, sexual abuse, and retaliation for reporting sexual harassment and sexual abuse.

**Toll Free Number:  
(833) 941-1370**