
Institutional Telephone Use

1008.1 PROCEDURE

Title 15 (Section 1376) requires that each facility develop and implement written policies and procedures to provide youth with access to telephone communications.

1008.1.1 PHONE CALLS

Youth detained in any juvenile detention facility will be given the opportunity to make a minimum of one (1) free 15-minute phone call a week from a County telephone to their parent(s)/guardian(s). If the youth's behavior does not permit the ability to complete a weekly call due to safety and security precautions, the youth should be allowed to place their call at the earliest possible opportunity. Whenever a youth's call will be or is delayed, staff will document reason on the Daily Phone Call Log.

The following procedures shall apply to the use of the telephone:

- (a) Officers shall allow youth to call anyone who is on their approved visitor log in the Probation Case Management System (PCMS).
- (b) If a youth would like a person added to the log, the youth will be provided with a request form and the form shall be forwarded to the Probation Officer for review.
- (c) Every completed phone call, every attempted phone call, and every refusal to make a phone call from the youth shall be documented on the Daily Phone Call Log.
 - 1. Documentation of who the youth spoke to shall be documented on the Daily Phone Call Log.
 - 2. The Daily Phone Call Log shall be saved in a folder by date.
 - 3. Late-night officers shall update the Daily Phone Call Log with youth names and print out the Daily Phone Call Log for the following day.
 - 4. Late-night officers shall transfer and document only the completed phone calls, the name of the person the youth called, and the relationship to the youth into PCMS.
- (d) Impromptu phone calls to someone on the youth's approved phone log may be utilized by staff in an effort to de-escalate when appropriate.
- (e) Additional phone time may be earned under the guidelines of the current Behavior Management System (BMS).