

YOUTHS' USE OF COUNTY BUSINESS TELEPHONES

- AUTHORITY:** Welfare and Institutions Code, Section 627
California Code of Regulations, Title 15, Section 1376
Administrative Directive
- RESCINDS:** Procedure Manual Item 3-2-001, dated 08/12/13
- FORMS:** Notice of Monitored Phone Call Status (F057-6294)
- PURPOSE:** To standardize procedures regarding youths' use of the County business telephones.

I. GENERAL INFORMATION

- A. Section 627 WIC requires that a youth shall be advised of the right and given the opportunity to make two completed telephone calls no later than one hour after delivery to Juvenile Hall. Any public officer or employee, who willfully deprives a youth taken into custody of this right to make such a telephone call, is guilty of a misdemeanor.
- B. Youth will be permitted to use the County business phone to make unmonitored calls to their attorneys upon request and at reasonable times that do not interfere with essential activities of the program.
- C. Youth may be placed on monitored telephone status by supervisory staff based on a reasonable suspicion that the youth is using the collect-only telephone to plan an escape, threaten witnesses or others, engage in or encourage illegal activity, violate a court order, or otherwise misuse the collect-only telephone privilege. Prior written notice is required (Form F0502-6294). Monitored calls will be made on the County business phone at times that do not interfere with the safe and orderly operation of the program. Please refer to PMI 3-1-040 in regards to the process and procedures for monitored telephone status.
- D. **Unit** staff may authorize a youth's use of the County business telephone to contact the assigned Deputy Probation Officer, a parent/guardian, or others for program purposes or casework needs.
- E. With the exception of intake telephone calls, any use of the County business telephones by youth must be recorded in the Institution Management System (IMS) in blue.

II. PROCEDURE

A. Intake Telephone Calls

Upon intake, a youth will be permitted to complete one monitored phone call to his parent/guardian, responsible relative or employer and a second unmonitored call to his /her attorney.

1. As part of the booking process, type the youth's name, DL/J#, date of birth and other identifying information on the Record of Intake Telephone Calls and deliver with the **youth** to the receiving unit.
2. Permit the youth to make the required intake phone calls as soon as possible, before they are transferred to the receiving or living unit. As noted, this needs to be completed within one hour of booking.
 - a. Record the name, relationship and telephone number of the person(s) being called on the Record of Intake Telephone Calls.
 - b. If the intake call requires making a long distance call, first attempt to contact a responsible adult in the area to relay the information to the parents; if unsuccessful, a collect call may be attempted. If the party being called refuses to accept charges, the call will be completed at County expense.
 - c. Dial the number on the County business phone, verify the identity of the party contacted, and turn the phone over to the youth.
 - d. Be alert to conversations involving escape plans, threats to harm self or others, identification or location of crime partners, location of stolen property or narcotics, emotional displays of anger or depression and other exchanges that may compromise the safety or security of the youth or others. If this occurs, terminate the phone call, document the conversation in a SIR and notify the appropriate persons or agencies.
 - e. Indicate that the call was completed on the Record of Intake Telephone Calls followed by date, time, staff initials and the youth's signature.
3. If the youth does not wish to make any calls, record the date, time and the youth's signature in the waiver Section II on the Record of Intake Telephone Calls. Youth will not be informed that they can make the call later in the day/night, having waived their right to do so; the only exception to this rule is noted below in section A-4.
4. If the youth's physical or emotional condition makes it impossible to complete the initial calls upon intake, they will be permitted to complete the telephone calls as soon as possible thereafter. Make a note of the reason the call could not be made, followed by date, time and staff initials.
5. File the completed Record of Intake Telephone Calls in the youth's institutional folder.

B. Attorney Telephone Calls

1. Youth will be permitted to complete unmonitored telephone calls to their attorneys on the County business phone upon request and at reasonable times that do not interfere with essential program activities (i.e., meals, school, work, counseling, hygiene, visiting or bedtime).

2. DJCO staff will dial the number provided by the youth, verify the identity of the party contacted and turn the telephone over to the youth to speak to the attorney or leave a message.
3. Afford the youth as much privacy as is reasonably possible, given the location of the business telephone and supervision/security considerations.
4. Record the call or attempted call in the unit logbook, including the phone number, if the County business telephone is used.

REFERENCES:

Procedures:	3-1-022	Youths' Rights
	3-1-023	Rules of Conduct
	3-1-025	Attorney Contact With Incarcerated Youth
	3-1-036	Youths' Use of Telephones - Collect-Only Telephone Calls
	3-1-040	Monitored Mail and Monitored Telephone Status
	3-1-049	Integrated Case Management System (ICMS) Automated Logbook and Manual Logbook
	3-1-209	Telephone Calls
	3-1-302	Request for Contact via Mail

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APPROVED BY: