

YOUTHS' USE OF TELEPHONES – COLLECT-ONLY TELEPHONE CALLS

- AUTHORITY:** Administrative Directive
California Code of Regulations, Title 15, Section 1376
Welfare and Institutions Code Section 210
- RESCINDS:** Procedure Manual Item 3-1-036, dated 08/01/13
- FORMS:** None
- PURPOSE:** To set forth basic philosophy and procedure for the use of collect-only telephones in Orange County juvenile facilities.

I. GENERAL INFORMATION

- A. **Youth** will be permitted to use County business and Collect Only telephones to contact their attorneys. Messages may be left if the attorney is unavailable at the time the call is placed. Non-intake calls to others must be on the collect-only phones except for hardship, emergency situations, or casework purposes as determined by staff, or unit supervisor.
- B. Collect-only telephones are available in each living area to augment the single business phone, which is located in each unit at the staff desk.
- C. The collect-only phone will increase **youth** access to telephones in order to enhance communication with their parents, attorneys, employees, etc.
- D. **Youth** will be given the opportunity to access the collect only phones on a daily basis.
- E. Collect-only phones will not be used for intake purposes or calls to Deputy Probation Officers (DPOs).
- F. **Youth** will be allowed the opportunity to complete telephone calls at reasonable times that do not interfere with the essential activities of the program (i.e., meals, school, work, counseling, hygiene, or bedtime).
- G. **Youth** will be permitted to speak by telephone to their attorneys regardless of their disciplinary status.
- H. All calls other than attorney calls are subject to being monitored or terminated when a specific situation involving for the purpose of **facility** safety, security, and enforcing court orders is present.

II. PROCEDURES

- A. Phones will be used during reasonable times on first-come, first-served basis. Where necessary, systems will be established to accommodate this.

- B. In general, phone calls will be limited to 10 minutes. Phone calls may be shortened if numerous individuals wish to use the phone during the available time.
- C. Communication via the telephone on a daily basis is a **youth** right. This right can not be withheld as punishment. Misuse or damage to a phone may result in loss of personal (not attorney) phone calls if a Special Incident Report (SIR) is written detailing the misbehavior and authorization by Administration or a Supervising Juvenile Correctional Officer (SJCO) is received.

This procedure shall be posted in all living areas, and **youth** will be advised of its provisions during orientation.

REFERENCES:

Procedures:	3-1-022	Youths' Rights
	3-1-023	Rules of Conduct
	3-1-025	Attorney Contact with Incarcerated Youth
	3-1-209	Telephone Calls
	3-1-302	Request for Contact Via Mail

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APPROVED BY: