

YOUTH'S USE OF TELEPHONES IN FACILITIES

AUTHORITY:	Administrative Directive California Code of Regulations, Title 15, Section 1376 Welfare and Institutions Codes 210 and 627
RESCINDS:	Procedure Manual Item 3-9-003 , dated 09/08/23
FORMS:	Notice of Monitored Phone Call Status (F057-6294) Record of Intake Telephone Calls (Intake Packet)
PURPOSE:	To standardize procedures regarding youths' use of telephones in Orange County Juvenile Facilities.

I. GENERAL INFORMATION

- A. This policy establishes guidelines for permitting youths access and use of telephones. To encourage and maintain positive relationships within the family and community, the facility will provide access to telephones for use by youths consistent with federal and state law.

II. PROCEDURE

- A. Section 627 WIC requires that youth be advised of the right and allowed to make two completed telephone calls **no later than** one hour after **being taken into custody**. Any public officer or employee, who willfully deprives a youth of this right to make such a telephone call, is guilty of a misdemeanor.
- B. Upon intake, a youth can complete one monitored phone call to his parent/guardian, responsible relative, or employer and a second unmonitored call to their attorney.
 - 1. As part of the booking process, **write** the youth's name, DL/J#, date of birth, and other identifying information on the Record of Intake Telephone Calls.
 - 2. **Dial the number provided by the youth on the County business phone, verify the identity of the party contacted, then have the youth pick up the phone on the wall in the Intake Release Center (IRC).**
 - 3. Indicate that the call was completed on the Record of Intake Telephone Calls, followed by the date, time, staff initials, and the youth's signature.
 - 4. 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.
 - 5. 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 **Special Incident Report (SIR)**, and notify the appropriate persons or agencies.

6. 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. Make a note of why the call could not be made, followed by the date, time, and staff initials.
 7. File the completed Record of Intake Telephone Calls in the youth's **facility** folder.
- C. Communication via the telephone daily is a youth right. This right cannot be withheld as punishment. Misuse or damage to a phone may result in the 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 **Probation** Correctional Officer (SPCO) is received.
- D. Youth will be allowed the opportunity to complete all telephone calls free of charge at reasonable times that do not interfere with the essential activities of the program (i.e., meals, school, work, counseling, hygiene, or bedtime). All calls include calls to attorneys, Probation Officers, and collaborative partners. Phones will be used during reasonable times on a first-come, first-served basis. Where necessary, systems will be established to accommodate this. In general, phone calls will be limited to 10 minutes.
1. Any youth on **medical isolation** or self separation will be allowed the same phone call privileges as youth participating in normal programming, provided such access would not cause an unsafe situation for the facility, staff, or other youths.
 2. All calls, other than attorney calls, are subject to being monitored or terminated when a specific situation involving the purpose of facility safety, security, and enforcing court orders is present.
 3. Youth may be placed on monitored telephone status by supervisory staff based on a reasonable suspicion that the youth is using the telephone to plan an escape, threaten witnesses or others, engage in or encourage illegal activity, violate a court order, or otherwise misuse the telephone privilege. Prior written notice is required (Form F057-6294). 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 3-9-004 for the process and procedures for monitored telephone status.
 4. Except for intake telephone calls, any use of the County business telephones by youth must be recorded in the **Integrated** Case Management System (ICMS).
 5. Teletypewriter/telecommunication devices for the deaf (TTY/TDD) or equally effective telecommunications devices will be provided to youths

who are deaf, hard of hearing, or have speech impairments to allow them equivalent telephone access.

E. 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. DPCO 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 **ICMS** under **Activities-Phone**, including the phone number, if the County business telephone is used.

F. **Video Calls** as an Incentive

1. Youth may earn video visit(s) with a family member using a County iPhone **designated in each unit**.
2. The unit supervisor and assigned **Deputy Probation Correctional Officer (DPCO)** will determine the length of time on the phone.
3. **The youth will be closely monitored by a DPCO or SPCO. The youth is not allowed to touch the phone other than to dial the number and must keep it on a platform on the table or desk the youth is sitting at and where no other youth can be seen from the viewer on the other line.**

REFERENCES:

Procedures:	3-5-004	Youths' Rights/Orientation
	3-9-004	Monitored Mail and Monitored Telephone Status
	3-9-005	Attorney Contact with Incarcerated Youth
	3-11-002	Integrated Case Management System (ICMS) Automated and Manual Logbook

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APPROVED BY: