

DEPARTMENT OF HUMAN SERVICES
DIVISION OF JUVENILE JUSTICE SERVICES
POLICY AND PROCEDURES

Policy No: 04-04	Effective Date: 10/15/04	Revision Date: 05-19-14
Subject: Telephone Access		

I. Policy Statement

Juveniles in the custody of Division facilities and residential programs shall have access to a telephone and be allowed to make and receive personal telephone calls, subject to facility/program procedures. The Division shall provide for and encourage communication between juveniles and their families, legal counsel, clergy and professional workers. The number of phone calls a juvenile may make and receive may be only limited by the facility schedule or when there are substantial reasons to justify such limitations.

II. Rationale

The Division is committed to engaging families in the rehabilitative process and promoting family involvement through ongoing communication. It is essential for each juvenile to maintain a support from and connection to family/legal guardian, legal counsel, clergy and professional workers. Telephone contact will help maintain that support and connection.

III. Procedures

- A. Upon a juvenile's arrival at a facility or residential program, staff shall allow the juvenile to telephone his/her parent(s) or legal guardian(s), and legal representative as soon as possible, but no later than two (2) hours after arrival. When a juvenile is unable to contact his/her parent(s) or legal guardian(s), within the allotted time frame, staff shall document the reason and allow the juvenile the opportunity to make contact, as soon as possible
- B. Staff shall review the telephone procedures with each juvenile during the orientation process when a juvenile is admitted to a facility/residential program.
- C. Except for the privileged calls between a juvenile and his or her clergy or legal counsel, staff shall monitor all telephone calls by remaining within hearing distance when a juvenile is on the telephone.
- D. Facilities/residential programs shall establish guidelines that allow a juvenile to make or receive phone calls to or from his/her parent(s) or legal guardian(s). Guidelines shall provide for established hours in accordance with programming and procedures that safeguard the safety and security of the facility/ residential program.

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1. A juvenile shall be encouraged and allowed to make or receive telephone calls to his/her parent(s) or legal guardian(s), at the facility's expense, to support regular and ongoing communication with the family.
 2. Procedures shall be established at each facility/residential program that provide for special or emergency calls at times other than the regular phone call times.
 3. Additional telephone calls may be earned, as a part of the programming, that provide for special calls at times other than the regular scheduled phone call times.
 4. Staff may deny telephone access upon specific conditions outlined in facility or program procedures and the caller shall be informed of those conditions. When a juvenile is unable to receive an incoming telephone call, the caller shall be notified of the reason and staff shall make arrangements for the call at an approved time.
 5. Staff shall not deny phone calls to parent(s)/guardian(s) solely for the purpose of providing a punishment or a consequence for a juvenile.
- E. All telephone calls to or from a juvenile shall be screened for authenticity. Staff shall confirm the identity of all persons before allowing a juvenile to talk with anyone by telephone.
1. To confirm the identity of the caller for incoming telephone calls, staff receiving the call may take the caller's name and telephone number and, after reviewing information in the file, return the call, prior to allowing the juvenile to talk to the caller. The community case manager may also be consulted regarding the identity of the caller.
 2. To insure the confirm the identity of the person whom the juvenile is calling, staff shall dial all out-going telephone calls for the juvenile and make contact with the approved recipient before the juvenile is allowed to converse with the individual called.
- F. Staff shall accommodate calls from community case managers, social workers, clergy, probation officers, and legal representatives during and outside of designated calling schedules.
- G. A juvenile may call his/her legal representative at any reasonable time, and as often as the legal representative agrees is necessary, Either the legal

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representative or the juvenile may request such telephone calls. The attorney-client privilege shall be protected by ensuring privacy of such calls. A reasonable duration shall be allowed for such calls.

IV. Continuous Renewal

This policy shall be reviewed every three (3) years to determine its effectiveness and appropriateness. This policy may be reviewed before that time to reflect substantive change.

This policy has been reviewed by the Board of Juvenile Justice Services, and is approved upon the signature of the Director.



Russell K. Van Vleet, Chair
Board of Juvenile Justice Services

05-19-14

Signature Date



Susan V. Burke, Director
Division of Juvenile Justice Services

05-19-14

Signature Date