

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

Policy No: 04-04	Effective Date: 10/15/04	Revision Date: 7/10/17
Subject: Telephone Access		

**I. Policy Statement**

Juveniles in the custody of Division facilities/programs shall have access to a telephone and be allowed to make and receive personal telephone calls, subject to facility/program operations manual. 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 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/program, staff shall allow the juvenile to call their 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 their 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/program.
- C. Except for the privileged calls between a juvenile and their clergy or legal counsel, staff may monitor all telephone calls by remaining within hearing distance.
- D. Facilities/programs shall establish guidelines that allow a juvenile to make or receive phone calls to or from their parent(s), legal guardian(s), families, legal counsel, clergy and professional workers. Guidelines shall provide for established hours in accordance with operations manual.
  - 1. A juvenile shall be encouraged and allowed to make or receive telephone calls to their parent(s) or legal guardian(s), at the facility's expense.

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

Policy No: 04-04	Effective Date: 10/15/04	Revision Date: 7/10/17
Subject: Telephone Access		

2. Procedures shall be established at each facility/program that provide for special or emergency calls.
  3. Staff may deny telephone access upon specific conditions outlined in facility/program operations manual 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.
  4. Staff shall not deny phones 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, staff may take the caller's name and telephone number and review the youth's contact list, prior to allowing the juvenile to talk to the caller.
  2. 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.
  3. When time permits, staff shall speak to the caller after the phone conversation with the youth and ask if they have any questions or safety concerns.
- F. Staff shall accommodate calls from case managers, social workers, clergy, probation officers, and legal representatives during and outside of designated calling schedules.
- G. A juvenile may call their legal representative at any reasonable time, and as often as the legal representative agrees is necessary. Either the legal representative or the juvenile may request such telephone 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.

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

Policy No: 04-04	Effective Date: 10/15/04	Revision Date: 7/10/17
Subject: Telephone Access		

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

  
\_\_\_\_\_  
H. Craig Hall, Chair  
Board of Juvenile Justice Services

7/10/17  
\_\_\_\_\_  
Signature Date

  
\_\_\_\_\_  
Susan V. Burke, Director  
Division of Juvenile Justice Services

7/10/17  
\_\_\_\_\_  
Signature Date