

Chapter No. 4129	Page 1
Issue Date: 04/21/06	
Revised: 03/31/19	

**Notes and
References**

Telephone Policy

I. Access and Use

- A. Each youth will receive one telephone call per week. A telephone call is 5-minutes in length and extra phone calls can be earned based upon excellent behavior. For long distance calls, staff should attempt to make a collect call to the parent/guardian of the youth.

- B. Staff will:
 - 1. Confirm the person is on the approved contact list in the youth's file.
 - 2. Place the call to the parent/guardian on the unit telephone.
 - 3. Log the date, time, phone number, and person called on the Telephone Rights Sheet kept in each youth's Chronological file.
 - 4. Verify that the youth is actually speaking to the person he/she is authorized to call and no one else.
 - 5. Monitor the call and the youth's behavior for negative effects of receiving bad news, escape plots, etc.
 - 6. Document any unusual behaviors associated with the phone call and follow up with a referral to Behavioral Wellness (BW) if deemed necessary.

- C. Incoming telephone calls to youth from parents are normally not permitted except in an emergency situation.

- D. Youth may receive extra phone calls if deemed to be of a therapeutic value by BW staff and upon approval from the Senior Deputy Probation Officer and/or Supervising Probation Officer.

- E. The weekly phone calls are in addition to the initial two telephone calls youth are allowed to make to their parent(s), guardian, responsible relative or

Title 15
section
1376

See Chapter
4108 pages
23, 25-26

**PROBATION DEPARTMENT
JUVENILE HALL MANUAL**

Chapter No. 4129	Page 2
Issue Date: 04/21/06	
Revised: 03/31/19	

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References**

employer, and to their attorney. Rights calls are to be offered within one hour of the booking pursuant to Section 627(b) Welfare and Institutions Code.

- F. Intake staff must document the time and date the calls were made and if the calls were successful. If these calls are not completed at intake, the unit staff will see that these calls are completed in the unit immediately upon receiving the youth.
- G. If the youth declines completing his two rights calls within an hour of booking, staff are to document the youth was offered his two rights calls and note the time and date of the decline.
