



**SAN MATEO COUNTY  
PROBATION DEPARTMENT  
INSTITUTIONS SERVICES MANUAL**

**ARTICLE 6  
Programs and Activities  
§1376**

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**Topic                      Youth Telephone Access**

**Policy**                      To encourage and maintain positive relationships within the family and community, the Institutions facilities will provide access to telephones for use consistent with federal and state law.

Youth housed in general population will be permitted reasonable access to the housing telephones, if available, at scheduled times unless such access may cause an unsafe situation for the facility, members, or other youth.

- a. Telephone use shall not interrupt the youth from receiving mandatory services.
- b. Institution Staff will provide youth with a minimum of four 10-minute phone calls per week –however, phone calls to legal representatives may be of any length. Institution Staff will log in the youth log any phone call refusals.

With the exception of telephone calls from legal counsel, youth are not permitted to receive telephone calls. Messages will only be delivered in the event of a verified emergency.

Teletypewriter/telecommunications device for the hearing impaired (TTY/TDD) or equally effective telecommunications devices will be provided to youth who are deaf, hard of hearing, or have speech impairments to allow them equivalent telephone access.

The maximum time allowed per call should be 10 minutes unless there are substantial reasons to justify further limitations. Reasons for denial or refusal of telephone access shall be documented in the youth log and a copy placed into the youth's file. The rules governing the use of the telephone will be provided to youth during orientation and posted on the unit orientation board.

**1376.1 TERMINATION OF TELEPHONE PRIVILEGES**

The institution staff should monitor the use of public telephones to ensure youth have reasonable and equitable access and that the rules of use are observed. Any youth refusing to cooperate with the telephone rules may have the call terminated, telephone privileges suspended, and/or incur disciplinary action.

Institution staff may terminate or disallow any phone call if such call represents a risk to safety and security and notify the Institutions Services Manager (ISM) or authorized designee. Any improper telephone use shall be documented in an Incident Report.

### **1376.2 COURT-ORDERED TELEPHONE CALLS**

If a court order specifying telephone calls is received by the facility, or the ISM or authorized designee determines there is a legitimate need for a telephone call for a specific youth, the ISM may direct that a youth use a facility telephone. Calls placed from a facility telephone should be dialed by the institution staff. The institution staff shall be responsible for ensuring that the youth is not calling a number that has been restricted by a court order or by request of the recipient. Institution staff shall allow youth to make any phone calls ordered by the Juvenile Court. Institution staff shall ensure that the phone calls are made to the individuals listed in the Court Memorandum.

### **1376.3 ATTORNEY-CLIENT TELEPHONE CONSULTATION**

At all times through the period of detention, youth will have non-recorded telephone access to an attorney provided to the youth at no charge to either the attorney or to the youth, in accordance with the Youth Access to Courts and Counsel Policy (15 CCR 1377). Youth shall have unlimited free telephone access for legal consultation.

See Procedures Manual on Telephone Access for further information.