



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

**ARTICLE 6
Programs and Activities
§1376**

**Procedure
Youth Telephone Access**

PURPOSE AND SCOPE

This policy establishes guidelines for permitting youth to access and use telephones (15 CCR 1376). All youths will be provided a copy of the Parent / Youth Handbook detailing telephone usage rules as part of their youth orientation during the admission process.

1376.1 YOUTH TELEPHONE ACCESS PROCEDURES

At the time of booking, the youth are provided two free phone calls in the first hour, to include their parents and/ or guardian, lawyer and place of employment. The youth shall submit a list of requested telephone contacts. The list shall be reviewed by the Assessment Officer, Admissions and approved by the youth's Probation Officer.

- a. Telephone use shall not interrupt the youth from receiving mandatory services.
- b. All youths will be provided a copy of the Parent / Youth Handbook detailing telephone usage rules as part of their youth orientation during the admission process.
- c. 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. Staff will log in the youth log any phone call refusals.
- d. Staff assigned to providing phone calls to the youth shall monitor youth while they are using the telephone except when the youth is talking to a legal representative or clergy person. Youth should not be walking around the unit or using the phone in the quad area without staff sight supervision.
- e. Staff may terminate or disallow any phone call if such call represent a risk to safety and security.
- f. Staff shall notify the lead staff person and the youth's Probation Officer if the youth improperly uses the telephone. Staff shall complete an Incident Report in the event of improper use of the telephone.
- g. Staff shall allow youth to make emergency calls (as indicated by the youth's Probation Officer) or court-ordered calls indicated in the Court Memorandum.
- h. All calls including, to legal representatives, emergency calls, and court-ordered calls shall be noted in the youth or unit log. Staff shall note whether the call was completed or not.

- i. Staff shall ensure that incoming calls have been placed by individuals on the youth's approved phone list or that they are a legal representative. Staff shall log incoming calls in the youth or unit log.

See Policy Manual on Youth Telephone Access further information.