





## San Francisco Juvenile Probation Department

### Juvenile Hall Policy and Procedures Manual

#### Chapter 5 - Youth Rights

Policy Number:	5.09
Policy Name:	Telephone Access
Authority:	Title 15, 1350, 1376, 1377 WIC: 627 Penal Code: 834(c), 851.5(3)(c) (d)
Replaces:	19.2 Telephone (03/30/05)
Effective Date:	January 1, 2019
Revision Date:	October 20, 2018
Related Policies and Procedures:	3.01 - Admission, Referral, Screening and Classification 5.01 - Youth Legal Access 5.03 - Youth Rights and Responsibilities
Related Forms:	Call Log Approved Call List
Director of Juvenile Hall:	Bobby Uppal 
Chief Probation Officer:	Katherine Weinstein Miller 

## I. POLICY

Juvenile Hall administration and staff shall ensure that youth have access to telephone communications. [Title 15, 1376]

Youth are allowed intake phone calls, at public expense, within one hour of being taken into custody. [WIC 627] All calls placed during the Admissions process shall be recorded in the Admissions Log (See Policy 3.01 – Youth Admission Procedures). Juvenile Hall staff shall allow youth telephone access during the admissions process and throughout confinement per the procedures below.

Juvenile Hall staff shall allow each youth to make social calls at least twice (2 times) per week to any telephone numbers on the Approved Call List. Youth shall be allowed access to telephone calls, at the public's expense, to any telephone number authorized by the youth's Probation Officer.

Juvenile Hall staff shall ensure that each youth may, in accordance with this policy, call his or her legal representatives daily. [Title 15, 1377] (See Policy 5.01 – Youth Legal Access). Staff shall record and review all telephone calls, legal and otherwise, in the Call Log to ensure that telephone numbers dialed match those on the Approved Call List.

Juvenile Hall staff shall ensure that each unit has an up-to-date Approved Call List. Any additions to the Approved Call List shall be approved by the youth's Probation Officer. Juvenile Hall staff are prohibited from dialing telephone numbers not on the Approved Call List.

## II. PURPOSE

An adequate amount of telephone access allows for more efficient communication between the youth and legal representatives as well as continual support and involvement with family and the community. This promotes youth stability, well-being, reentry, and the cultivation of the pro-social skills necessary to reduce his or her prospects for recidivism.

While telephone calls can play a positive role in the youth's life, telephone access can also be a vehicle for security risks and abuse. One helpful way

that Juvenile Hall staff can ensure that telephone calls are being properly used is to talk to the parents or mentors prior to transferring the call to the youth. Brief pleasantries can help build trust between parents, staff, and the community and may also serve as an opportunity for Juvenile Hall staff to respectfully ensure those with whom the youth is communicating with understand the rules governing telephone calls, the reasons behind them, and the goal of fostering positive relationships for youth.

### III. PROCEDURE

#### A. Juvenile Hall Telephone Services

- i. Youth are allowed access to telephone calls, at the public's expense, to any telephone number authorized by the youth's Probation Officer.
- ii. Juvenile Hall staff shall supervise all telephone calls using Proximity Control to allow for youth to maintain privacy with the person he or she has called.

#### B. Admission Calls (See Policy 3.01 – Youth Admission Procedures)

- i. Within one hour of admission into Juvenile Hall, the Admissions Counselor shall advise the youth that he or she has the right, except when physically impossible, to make a minimum of two telephone calls. This includes one telephone call completed to his or her parent or legal guardian, a responsible relative, or his or her employer and a second telephone call completed to an attorney. [WIC 627; Title 15, 1350]
- ii. Youth who are custodial parents also have the right to make two additional telephone calls to a relative or other person for the purpose of arranging for the care of the child. [Penal Code 851.5(3)]
  - a. Regardless of who is contacted, the youth should identify a responsible adult to make



- vi. When placing the telephone call on behalf of the youth, the Juvenile Hall staff shall:
  - a. Identify him or herself as a Juvenile Hall staff member.
  - b. Confirm the identity of the responsible adult.
  - c. Inform him or her that the youth has been admitted to Juvenile Hall.
  - d. Advise him or her to contact the Duty Probation Officer for further details and
  - e. Explain Juvenile Hall policy regarding the first 24 hour visit and subsequent visiting hours (See Policy 5.10 - Youth Visiting).
- vii. Following advisement as mentioned above, youth may speak with the intended party. Admissions staff shall record all telephone calls attempted and if the telephone calls were completed or not completed in the Admissions Logbook and on the Admissions Form.
- viii. The Admissions Counselor shall circle the appropriate party(s) at the bottom of the Admission Form and write in the verified telephone number(s).

#### C. Approved Call Lists

- i. Each youth's Probation Officer is responsible for creating an Approved Call List.
- ii. Juvenile Hall staff shall maintain an Approved Call List for all youth within his or her unit folder as determined during the Intake and Admissions Process.

- iii. Juvenile Hall staff shall update the Approved Call List in the youth's unit folder anytime a Probation Officer submits changes.
- iv. Telephone numbers may be removed or added to a youth's Approved Call List only with the permission of the youth's Probation Officer.
- v. Juvenile Hall staff shall only dial a telephone number for youth if it appears on the Approved Call List.

#### D. Youth Calls from Units

- i. Juvenile Hall staff shall only allow youth to make telephone calls from the Youth Telephones within each living unit.
- ii. Juvenile Hall staff shall never permit youth to approach or make telephone calls from the telephone in the Staff Control Area.
- iii. Juvenile Hall staff shall record all youth telephone calls in the Unit Call Logbook as follows:
  - a. Name
  - b. Date
  - c. Time of Call
  - d. Telephone Number Dialed
  - e. Party being reached
  - f. Initials of the Counselor enabling the call.
- iv. If the telephone call is not completed (i.e., no answer) or if no call is desired, Juvenile Hall staff shall write under

party, "NA" (no answer) or "NCD" (no call desired). If the youth is hostile or belligerent, then Juvenile Hall staff shall write under party "UC" (uncooperative).

- v. If the youth is unsuccessful in making contact on the first attempt, Juvenile Hall staff shall try to accommodate the youth and allow him or her to try to call again either immediately or later.
- vi. Juvenile Hall staff shall schedule telephone calls to accommodate at least five (5) minutes per youth to assure equal access for all. All telephone calls shall be of equal length for each youth (one youth may not get a longer call than another youth).
- vii. If a youth has been approved to make more than one telephone call, such as calling more than one parent or legal guardian, Juvenile Hall staff shall make efforts to schedule these telephone calls during the same period to minimize disruptions to unit programming.
- viii. A Senior Counselor or Counselor II shall check the Call Logbook daily to ensure youth are being provided with adequate telephone access and that the telephone calls are being made in accordance with the youth's Approved Call Lists. The Senior Counselor or Counselor II shall initial the Logbook after each review.

#### E. Calls to Probation Officers and Legal Representatives

- i. Juvenile Hall staff shall allow youth telephone access in order to call Probation Officers and attorneys as necessary or upon request. (See Policy 5.01 - Youth Legal Access for procedures governing youth contact with Legal Representatives.)
- ii. Juvenile Hall staff shall inform youth of this right at the beginning of each day and schedule telephone call

opportunities for all youth who request such telephone calls.

- iii. Juvenile Hall staff shall schedule telephone calls appropriately to accommodate the needs of all youth and to minimize disruption of unit programming.
- iv. Juvenile Hall staff shall ensure that youth can speak confidentially with their legal representatives and shall not monitor these calls. [Title 15, 1377] (Policy 5.01 – Youth Legal Access).

#### F. Social Calls

- i. Juvenile Hall staff shall schedule time for youth to place telephone calls of a personal and social nature on prescheduled days.
- ii. Youth shall be allowed access to telephone calls, at the public's expense, to any telephone number authorized by the youth's Probation Officer.
- iii. Juvenile Hall staff shall allow youth access to at least one five (5) minute personal or social call at least twice a week. This may only be limited for safety reasons and/or to accommodate telephone access for all youth in the living unit.
- iv. Juvenile Hall staff may only monitor the youth's social calls with the express permission of the Director of Juvenile Hall or designee as follows.
  - a. The Director of Juvenile Hall or designee may allow for telephone calls to be monitored in cases where specific factual documentation exists that the youth has previously engaged in illegal activity over the telephone or is suspected of making illegal plans (escape,



threats to victims or others, drug deals, etc.) that would otherwise be averse to the youth, others, or the safety and order of the institution.

- v. Family or social calls are not allowed during the 7:00am to 3:00pm shift unless previously scheduled or specifically approved by the Officer of the Day for good cause or on non-school days.

#### G. Youth on Room Confinement

- i. Juvenile Hall staff shall allow youth on room confinement to make telephone calls to his or her Probation Officer and/or attorney except when he or she is physically acting out and/or posing a direct threat to the safety and order of the institution.
  - a. Staff shall attempt to accommodate requests for social calls when doing so will not jeopardize the safety and security of the youth and staff.
  - b. Staff shall not limit a youth's access to social calls for more than one day except when necessary for the security of the facility and approved by the Officer of the Day.

#### H. Telephone Restriction

- i. If a youth refuses to follow rules set by Juvenile Hall staff (i.e., refuses to hang up, uses excessive volume, or profane and disruptive language), Juvenile Hall staff may respond with the proper behavior management strategy.

**I. Emergency Telephone Calls**

- i. In addition to the above calls, Juvenile Hall staff shall allow any youth to make an emergency telephone call upon approval by the Officer of the Day.**