



**Youth Detention Facility  
OPERATIONS ORDER**

**TELEPHONE ACCESS- TITLE XV 1376**

**Purpose and Scope**

Communication with family and the community is important to a resident's well-being and positive adjustment. Telephone access is another method that can be used to accomplish the goal of positive adjustment.

**Affected Personnel**

All Sworn Personnel-YDF

**Authority**

Title 15 - 1376

Administrative Directive

**Effective Date**

March 2003

**I. Guidelines**

- A. Each living unit will contain a collect-only telephone and a county business phone.
- B. Collect-call only telephones will be made available to all residents.
  1. Each living unit will make telephone use available during open recreation or free periods on a daily basis.
  2. Every resident regardless of security classification will be allowed daily access to the telephone.
    - a. Residents who are on Room Confinement (RC) or Program Separation during scheduled telephone usage forfeit access for that time period.
    - b. Length of calls will be limited to ten minutes or by the number of residents who wish to use the phone during the scheduled period.
  3. Residents will be allowed to speak by telephone to their attorneys regardless of their disciplinary status.

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4. Residents will be allowed access to the collect-only telephones at reasonable times which do not interfere with the essential activities of the unit/institution (i.e. meals, school, hygiene, counseling, and unit activities other than TV/Video).
- C. Any misuse of telephone privileges may result in loss of personal (not attorney) phone call privileges. Misuse may include, but limited to, harassment, threatening, loud or verbally abusive language, or contact with the victim or witnesses.
1. In the instance of requests from members of the general public for phone number blocks, the following procedure should be followed:
    - a. An incident report, which documents all pertinent information, should be completed and forwarded to the duty supervisor.
    - b. If the request comes via phone to the duty supervisor, the supervisor will prepare a report with pertinent information.
    - c. After review, the duty supervisor will approve or disapprove the phone block.
    - d. The duty supervisor will execute the block or direct a designated and cleared staff member to do so.
    - e. The attached form will be completed by the duty supervisor and copies distributed in the standard manner for incident reports.
- D. County business telephones are located in each living unit to facilitate communications within the Youth Detention Facility and communication with probation and related agencies. Residents will have access to County business phones under the following circumstances:
1. To complete two phone calls within one hour of admittance during the intake process.
  2. To contact resident's private attorney. Residents pending adult court are to have access to County phones in order to contact their private attorney when necessary.
    - a. Residents can use the collect phones to contact the Public Defender. These calls are free and the procedure for completing these calls is posted in each unit.
  3. To complete court ordered phone calls
  4. To complete telephone calls authorized by the duty supervisor.
  5. As part of an individual unit's behavior modification program.
- E. All long distance telephone calls are to be collect, unless otherwise directed by the Court or duty supervisor. Long distance phone calls made at County expense must be documented in the unit red book.

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**II. References**

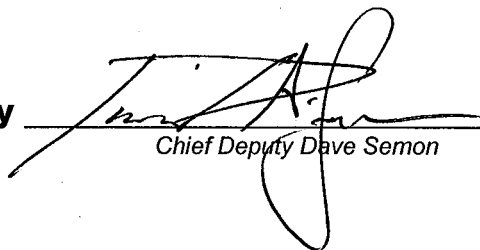
Administrative Directive  
California Penal Code, Section 976©  
Model Institutional Standards- CPOC

**Attachments**

Request for phone block

**Amends/Replaces Previous Order March 2003**

**Authorized By**

  
Chief Deputy Dave Semon

**Date**

2/26/19

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