

**SAN BERNARDINO COUNTY  
PROBATION DEPARTMENT PROCEDURE**

**TELEPHONE ACCESS**

Title 15, Section 1376

**Authority:**

Michelle Scray Brown, Chief Probation Officer

**Purpose:**

To establish guidelines permitting detained youth access and use of telephones in Juvenile Detention and Assessment Centers (JDACs), Booking and Treatment Facilities (TF).

**Responsibilities:**

I. Booking:

- A. Youth under the age of 18: No later than one (1) hour after being booked at a JDAC or booking facility be advised by the Booking Officer of their right to two (2) telephone calls; one (1) telephone call completed to a parent or guardian, a responsible relative or their employer and one (1) call to an Attorney/Public Defender (which shall not be monitored, eavesdropped upon, or recorded) pursuant to Welfare and Institutions Code Section 627(b).
- B. Youth over the age of 18: No later than one (1) hour after being booked at a JDAC or booking facility be offered one (1) call to an Attorney/Public Defender (which shall not be monitored, eavesdropped upon, or recorded), one (1) call to a Bail Bondsman (if applicable), and one (1) call to a relative or other person.
- C. Youth identified as a custodial parent with responsibility for a minor child shall be offered two (2) additional telephone calls for the purpose of arranging for the care of the minor child or children in the parent's absence, pursuant to Penal Code Section 851.5(c).
- D. All telephone calls completed and/or offered during the booking process shall be recorded in Caseload Explorer (CE) under the youth's overview/Institutions/Details/Liaison Interview.

II. Treatment Facility PCO during intake:

- A. No later than one (1) hour after intake at the Treatment Facility, a youth will be advised by the PCO of their right to a successfully completed telephone call to a parent or guardian/a responsible relative.
- B. Document the youth telephone calls offered and completed in the youth's overview/Events/Create Event/Family Contact screen in CE.

III. Living Unit:

- A. Youth will use the community telephone on the living unit. All calls are subject to being terminated due to the youth's behavior, time constraints, and institutional emergencies. Youth will be allowed to complete telephone calls at reasonable times that do not interfere with essential activities of the program (i.e., meals, school, hygiene, or bedtime, etc.). In the event that youth are off the unit for a medical appointment, Court appearance, etc., they will be given first priority at the next immediate shift.

**TELEPHONE ACCESS**  
Title 15, Section 1376

- B. All calls not completed are to have a logged explanation for not being completed in the telephone log book. Telephone privileges may only be revoked by the area Supervisor. A youth damaging a telephone is liable for repair cost and may lose telephone privileges for up to thirty (30) days.

**IV. Treatment Facility:**

- A. Youth in the Gateway Program will be allowed necessary telephone calls for the purpose of family reunification, getting or maintaining employment, attending college, or banking purposes.
- B. In the event that a youth has a block placed on his residence telephone, the supervisor may allow a one-time telephone call dialed by staff to a verifiable number using the desk telephone and advise family members regarding the restriction.
- C. Unit staff will not listen in on the calls, but will lend proximity supervision.

**Guidelines:**

- A. Youth are not permitted to receive telephone calls. Messages will only be delivered in the event of a verified emergency.
- B. The minimum time allowed per call should be five (5) minutes, unless there are substantial reasons to justify further limitations.
- C. All youth shall have unlimited telephone calls to the PREA Coordinator, the External Ombudsman, the Rape Crisis Hotline, the San Bernardino Sexual Assault Services, and the Department Compliance Officer.
- D. A youth may have unlimited telephone calls to their Probation Officer or attorney during normal business hours.
- E. All telephone calls are free of charge.


**Inspections:**

Refer to Policy and Procedure Inspections Matrix

**Foundation:**

Minimum Standards for Juvenile Facilities, Title 15, Section 1376  
Notice to Parent of Guardian; Right to Make Telephone Calls W&I 627(b)  
Right of Arrested Persons to Make Telephone Calls PC 851.5(c)

Issued by:

  
Michelle Scray Brown, Chief Probation Officer

2/5/20  
Date

Original Issue Date: November 22, 1996

Revised: October 10, 1997  
Revised: February 27, 2008  
Revised: January 30, 2018  
Revised: July 09, 2018  
Revised: February 5, 2020