

<b>GEORGIA DEPARTMENT OF JUVENILE JUSTICE</b>	Transmittal # 18-16	Policy # 15.7
Applicability: <input type="checkbox"/> All DJJ Staff <input type="checkbox"/> Administration <input type="checkbox"/> Community Services <input checked="" type="checkbox"/> Secure Facilities	Related Standards & References: ACA Standards: 4-JCF-3A-16, 3-JDF-5G-11, 3-JDF-5G-11-1, 3-JDF-5A-11 DJJ 15.3, 17.2, 18.6	
Chapter 15: RIGHTS OF YOUTH	Effective Date: 8/31/18	
Subject: ACCESS TO TELEPHONE	Scheduled Review Date: 8/31/19	
Attachments:  None	Replaces: 9/20/17 Secure Facilities  APPROVED:   <hr style="width: 20%; margin-left: auto; margin-right: 0;"/> Avery D. Niles, Commissioner	

**I. POLICY:**

To maintain ties with the community, each youth in the custody of the Department of Juvenile Justice shall have access to a telephone to make and receive personal telephone calls subject to facility/program procedure.

**II. DEFINITIONS:**

None

**III. PROCEDURES:**

- A. Each facility will provide reasonably priced public phone service.
- B. Each facility will be equipped with a telecommunication system that facilitates the transmission of messages, volume control, and the effective communication of juveniles and other parties with speech and/or hearing impairment.
- C. Youth who receive services for the Deaf/Hard of Hearing through Special Education or Section 504, will have access during and after school hours to assistive and adaptive technology (including TTY phone) as outlined in their Individualized Education Program (IEP) or Section 504 plan. The facility case manager (e.g. RTI Chair, Special Education teacher) will request the technology (TTY phone) through their local administrator who will then request and receive the technology (TTY phone) from the Director of Special Education.
- D. Upon admission to a DJJ facility/program or within 2 hours of arrival, a youth may make at least two 5-minute telephone calls to his/her family members, legal guardians, or attorneys.
- E. The youth's Community Case Manager (CCM) or Juvenile Detention Counselor (JDC) will develop the initial approved telephone contact list in the Juvenile Tracking System (JTS). After admission to a secure facility, the JDC in consultation with the CCM will maintain the approved telephone contact list in JTS.
- F. If the youth is from an independent court, the Juvenile Detention Counselor (JDC), after

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verification with the assigned juvenile court worker, will develop the approved telephone contact list in JTS.

- G. During a stay in a DJJ facility, a youth may make or receive calls from his/her parents/legal guardians during established hours and in accordance with facility/program procedures that safeguard the security of the facility/program. The youth will be allowed a minimum of 10 minutes for each telephone call.
- 1) Except for calls made through the automated phone system, all phone calls (both outgoing and incoming) will be documented in the Contact Log in JTS.
  - 2) For calls made via the automated phone system, weekly reports should be pulled from the system to ensure all youth have been able to make phone calls.
- H. Youth released from isolation will still be afforded the opportunity to make or receive their weekly call(s) during established hours. Any denial of a phone call will be clearly documented on the contact log in JTS. Weekly phone calls are a right that may not be revoked.
- I. Procedures will be established at each facility/program that provide for special or emergency calls at times other than the regular phone call times.
- J. Additional calls may be earned as a part of the facility/program's PBIS (see DJJ 18.6, PBIS).
- K. Youth may receive calls from CCM, social workers, law enforcement officials, probation officers, and legal representatives at any time, unless the youth is currently in isolation.
- L. When the caller is unknown to staff, calls from individuals will be screened for authenticity. Youth will not be allowed to talk with a caller unless the identity of the caller has been confirmed. Prior to allowing the youth to talk to the caller, the staff member receiving the call must confirm the identity of the caller. If necessary, the staff member may take the caller's name and telephone number and return the call after reviewing information in the file. The CCM or assigned juvenile court worker may also be consulted regarding the identity of the caller.
- M. Youth's phone contacts with their legal representative will be conducted in accordance with DJJ 15.3, Youth Access to Courts and Counsel.
- N. All youth will be advised orally and in writing in the student handbook during the facility orientation of the procedures governing telephone communications. (See DJJ 17.2, Youth and Parent Orientation.)
- O. Parents and/or legal guardians will be notified in writing of the general procedures governing telephone communications.
- P. Reports of sexual abuse can be made by utilizing phone services, where available:
- 1) Calling the external toll-free number to the National Sexual Abuse Hotline;

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- 2) Calling the DJJ Office of Victim Services, toll free at 1-866-922-6360;
- 3) Calling the Georgia Department of Juvenile Justice Ombudsman Office at the Central Office toll free at 1-855-396-2978;
- 4) Calling via the Amtel telephone system, where available, by picking up the phone and following the prompts on the main menu. The current process is outlined below:
  - Pickup the phone
  - Select English or Spanish
  - Press '8' for a PREA call

**IV. LOCAL OPERATING PROCEDURES REQUIRED: YES**

- Establish how a youth can receive special or emergency calls at times other than the regular phone call times.
- Describe how a youth may make or receive calls from his/her parents/legal guardians during established hours. Ensure the process is in accordance with facility/program procedures that safeguard the security of the facility/program.