

Telephone Access (Title 15, Section 1376)

Effective Date:	11/7/25
Revised Date:	11/7/25
Issuing Authority: Chief Probation Officer	

632.1 PURPOSE:

To establish guidelines for youth telephone use in the Juvenile Detention and Assessment Center (JDAC), High Desert Booking Facility, and Treatment Facilities (TFs).

632.2 GUIDELINES:

- A. Calls between the youth and the youth's attorney are confidential and shall not be monitored, eavesdropped upon, or recorded.
- B. All phone calls made by youth shall be free of charge for both the youth initiating the call and the recipient.
- C. Teletypewriter/telecommunications device for the deaf (TTY/TDD) or an equally effective telecommunications device will be provided to youth who are deaf, hard of hearing, or have speech impairments to allow them equivalent telephone access.
- D. The following notices will be posted near the facility's youth telephones:
 1. Rules governing phone use.
 2. Non-Attorney calls may be monitored and recorded.
 3. A youth's right to two additional phone calls if they are a custodial parent to arrange care for their minor child.
- E. Youth are not allowed to receive phone calls. Messages will only be delivered in verified emergencies.
- F. Any youth refusing to cooperate with the telephone rules may have their call terminated, phone privileges suspended, and/or incur disciplinary action.
- G. A youth who damages a telephone is responsible for the repair cost and may lose phone privileges for up to thirty (30) days.
- H. Telephone privileges can only be revoked by a supervisor.
- I. The minimum time allowed per call should be five (5) minutes, unless there are substantial reasons to justify further limitations.
- J. All youth shall have unlimited phone calls to the PREA Coordinator, the External Ombudsman, the Office of Youth and Community Restoration (OYCR) Ombudsman, the Rape Crisis Hotline, Partners Against Violence (PAV), and the Department Compliance Officer.

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- K. All youth may have unlimited phone calls to their Probation Officer or attorney during regular business hours, following applicable guidelines.

632.3 RESPONSIBILITIES:

- I. Sworn Officers:

- A. JDAC/High Desert Booking Facility/TF Intake Phone Calls:

- 1. Youth under 18:
 - (a) Within one hour of admission to a JDAC or booking facility, inform the youth of their right to make at least two complete phone calls—one to a parent, guardian, responsible relative, or employer, and one to an attorney.
 - 2. Youth over 18:
 - (a) Within one hour of admission to a JDAC or booking facility, inform the youth of their right to make at least three complete phone calls—one to an attorney, one to a Bail Bondsman (if applicable), and one call to a personal contact.
 - 3. Youth identified as a custodial parent responsible for a minor child shall be offered two additional phone calls to arrange for the care of the minor child or children in the parent's absence, pursuant to PC 851.5(c).
 - 4. Within one hour of admission to a TF, inform the youth of their right to make a completed phone call to a parent, guardian, or responsible relative.
 - 5. Ensure all calls are permitted within this one-hour window, without undue delay, while considering security and operational concerns.

- B. Living Unit:

- 1. Allow reasonable access to youth telephones during scheduled hours and at reasonable times that do not interfere with essential activities of the program, such as meals, school, hygiene, or bedtime, unless such access could create an unsafe situation for the facility, staff members, or other youth.
 - 2. Ensure youth follow phone rules and have fair access.
 - 3. Calls may be restricted or terminated due to the youth's behavior, time constraints, or facility emergencies.
 - 4. If youth are off the unit (for a medical appointment, court appearance, etc.), they should be given priority during the next appropriate shift to make a phone call.
 - 5. Court-ordered calls or any calls made from the staff desk telephone shall be dialed by staff. The staff member shall verify that the number is not restricted by a court order (such as victims, witnesses, co-participants, protected people, etc.) or at the request of the recipient. These calls should be provided to the same extent as non-court-ordered calls.

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- 6. Youth in a TF will be permitted to make essential phone calls for family reunification, employment, college attendance, or banking needs.
 - 7. If a youth's residential telephone is blocked, the supervisor may authorize a one-time phone call dialed by staff using the staff desk telephone to a verifiable number to notify family members about the restriction.
 - C. Document all calls (offered, completed, incomplete, restricted, terminated, etc.) in CE. For incomplete, restricted, or terminated calls, include the reason.
- II. Probation Corrections Supervisor I/II (PCSI/II):
- A. Ensure adherence to this procedure.