



<p>COLORADO DEPARTMENT OF HUMAN SERVICES DIVISION OF YOUTH CORRECTIONS</p> 	<p>POLICY S 18.3</p>	<p>PAGE NUMBER 1 OF 2</p>
<p>THIS POLICY RELATES TO:</p> <p>State-Operated Treatment Facilities State-Operated Detention Facilities</p>	<p>CHAPTER: Communications: Mail, Visits, and Telephone</p> <p>SUBJECT: Telephone</p> <p>EFFECTIVE DATE: December 15, 2007</p> <div style="text-align: center;">  John Gomez, Director </div>	

I. POLICY:

To maintain ties with the community, each juvenile in the custody of the Division of Youth Corrections shall have access to a telephone to make and receive personal telephone calls.

II. KEY TERMS: None.

III. PROCEDURES:

- A. Upon admission to a Division of Youth Corrections' facility or within the first hour following arrival, a juvenile may MAKE TWO (2) telephone CALLS TO his or her parents or legal guardians, foster parents or custodians as well as his or her attorney or legal representative.
 1. Staff shall render assistance, as necessary.
 2. If the necessary calls are long distance, the calls should be made collect. If the juvenile's guardians/custodians cannot be reached by a collect call, the call SHALL be placed by the FACILITY, as appropriate.
- B. Once the admission process has been completed, juveniles may make routine local and collect long distance calls to his/HER parents, legal guardians, foster parents or custodians during established hours and in accordance with facility procedures.
 1. FACILITIES SHALL DEVELOP A PROTOCOL TO ENSURE THE IDENTITY OF PERSONS CONTACTED BY THE JUVENILE.
 2. JUVENILES SHALL NOT BE PERMITTED TO CONTACT PERSONS THEY HAVE VICTIMIZED FOR WHOM THERE IS A CURRENT NO CONTACT ORDER IN PLACE.
 3. JUVENILES SHALL BE PERMITTED AT MINIMUM TWO CALLS PER MONTH.

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- C. Juveniles may receive calls from court workers, social workers, law enforcement officials, probation officers, and lawyers at any time, unless the juvenile is currently in confinement as a result of THEIR BEHAVIOR.
 - 1. When the caller is unknown to staff, calls from individuals should be screened for authenticity. Juveniles should not be allowed to talk with a caller unless the identity of the caller has been confirmed.
 - 2. To confirm the identity of the caller, the staff member receiving the call may take the caller's name and telephone number and, after reviewing information in the file, return the call, if necessary, prior to allowing the juvenile to talk to the caller.
- D. A juvenile may telephone his/her attorney on an agency phone at any reasonable time and as often as the attorney agrees is necessary and SHALL accept charges for the calls if the calls are long distance. The calls shall allow for a reasonable amount of privacy and no time limits shall be placed on the calls.
- E. ALL PERSONS ON A COMMITTED JUVENILE'S CALL LIST SHALL BE REVIEWED AND APPROVED BY THE JUVENILE'S MULTI-DISCIPLINARY TEAM.