

## TELEPHONE CALLS

**AUTHORITY:** Administrative Directive

**RESCINDS:** Procedure Manual Item **3-1-015**, dated **08/18/23**

**FORMS:** None

**PURPOSE:** To provide general standards for use of the telephone systems at the various juvenile facilities.

### I. GENERAL INFORMATION

Each facility has a separate telephone system. Staff should follow the specific guidelines set up for their respective facility.

- A. Make your calls brief and concise; limit calls, **as to not tie up the phone lines**.
- B. Probation Department Locator, County Government, and Orange County telephone directories are accessed on-line through Prob-Net.
- C. Do not accept collect calls or place collect calls to work areas. Exceptions may be approved by **Facility** Management when youth are off site at work, college or on furloughs.
- D. Make personal calls during breaks, never while supervising a unit. **Reference PMI 3-1-013 (Personal Electronic Devices)**.
- E. County telephones should be used to conduct County business. If a matter is urgent, **advise** your supervisor.
- F. Supervisors may authorize calls necessary to allow employees to notify family members of delays or changes in working hours.

### II. PROCEDURE

- A. Answering Incoming Calls
  - 1. Answer promptly. Some extensions will automatically transfer to designated stations/personnel after three rings.
  - 2. Identify your work site and yourself (i.e. Youth Guidance Center (YGC), Unit 600, **DPCO then your name**)
    - a. Be patient and courteous to **promote** a favorable image of the department and facility.
    - b. Give the same assistance as you would expect.

3. Determine the purpose of the call. If you are not the appropriate person to assist the caller or do not have the information requested, redirect the call.
4. Handling requests for information:
  - a. Generally, only Probation Department staff are entitled to information regarding residents and staff in the facility.
  - b. Give no information unless you can verify the person requesting the information has a right to know. If in doubt, refer the call to the Duty Officer or unit supervisor.
    - (1) If the caller identifies himself/herself and you do not know the individual personally, request their telephone number and tell them you will call them back immediately.
    - (2) Verify the number (i.e., County Telephone Directory, agency number, youth's parents' number, etc.) and return the call.
5. Should an attorney or a representative call unit staff requesting information or a statement about a youth (in or out of custody), refer them to the Duty Officer or Administrator in Charge (AIC). The matter will then be referred to the Custodian of Records at (714) 937-4558 for assistance.
6. Do not release the following to anyone other than Probation or law enforcement personnel:
  - a. Information about any person **currently detained or** under our supervision.
  - b. Information about court status, records, and proceedings.
  - c. Unit/home phone numbers or information about probation staff.
    - (1) In an emergency, get the name and telephone number of the person calling, then place a call to the probation officer or staff member, giving him/her the telephone number of the person wanting to contact him/her.
    - (2) Be sure, however, that the emergency is **valid**, and a call will actually accomplish something.
7. Advise parents of the youth in custody that they may not call a unit or dorm to talk or obtain information unless some special agreement is made for approval by the appropriate supervisor or probation officer.

B. Outgoing Calls

1. Dialing outgoing calls from Cisco telephone system.
  - a. **Juvenile Hall and the Youth Leadership Academy (YLA)** may call others within the system by dialing the pound key (#) and the last four digits of the number. (ex: #7800)

- b. **The Youth Guidance Center (YGC) must dial the complete 7-digit number to call others within the system. (ex: 836-2700)**
- c. For numbers outside your Cisco system, dial 8 first. The Manchester Office Building, Juvenile Justice Center, and Juvenile Hall **utilizes** the 935 prefix, while the Youth Guidance Center **uses** the 836 prefix. With the overlay of area code 657 on the same geographic region as area code 714, you must dial 8, 1, area code, and the seven-digit phone number.

EXAMPLE: 8-1-714-935-0000

#### REFERENCES:

Procedures:	1-1-101	Access to and Release of Criminal Offender Record Information (CORI)
	2-5-008	Local and Out-of-Town Inquiries (OTI)-Juvenile
	3-9-003	<b>Youth's Use of Telephones in Facilities</b>
Policies:	A-2	Upholding Departmental Philosophy and Principles
	A-8	Telephone Calls, Voice/Electronic Mail and Correspondence
	B-1	Case Confidentiality-Client's Right to Privacy
	B-2	Inter and Intra-Agency Confidentiality
	E-3	Disclosure of Court Recommendations
	G-7	Distribution and Use of County Services, Supplies, and Equipment

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**APPROVED BY:**