


**MISSISSIPPI DEPARTMENT OF HUMAN SERVICES
DIVISION OF YOUTH SERVICES
JUVENILE INSTITUTIONS**

Subject: Youth Telephone Usage		Policy Number: 5
Number of Pages: 2		Section: XV
Attachments		Related Standards & References
A. Unit Telephone Log B. Youth Telephone Log		ACA 3-JTS-5H-11
Effective Date: August 15, 2008		Approved:  Kathy Pittman, Director

I. POLICY

It is the policy of the Mississippi Department of Human Services, Division of Youth Services, that in order to promote healthy relationships between youth and their families and communities, youth shall be allowed access to telephones to make and receive personal telephone calls subject to facility procedure. (ACA 3-JTS-5H-11)

II. DEFINITIONS

None

III. PROCEDURE

- A. Upon admission to a DYS facility, a youth may make a telephone call to his/her family members, attorneys, or other approved individuals to verify safe arrival. (See policy A.I.O. XIII.1)
1. Staff shall render assistance, as necessary.
 2. The youth shall be allowed five minutes for this telephone call.
- B. Thereafter, each youth shall be allowed to phone the parent(s) or legal counsel once a week and talk no longer than ten (10) minutes at the expense of Youth Services. This shall be documented and monitored by the youth's Counselor.
- C. During a stay in a DYS facility, a youth may receive calls from his/her guardian during established hours and in accordance with facility/program procedures that safeguard the security of the facility/program. The youth shall be allowed up to ten (10) minutes for each incoming telephone call.

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- D. If the youth's parent/guardian cannot be reached, and the youth does not receive a call from the guardian, a minimum of one call per week may be placed at the expense of the facility.
- E. For the duration of sanctioned time, youth in Due Process Isolation shall not receive phone calls, unless authorized by the youth's Counselor or a QMHP for therapeutic purposes.
- F. Additional calls may be earned as a part of the facility's positive behavior management program.
- G. Youth may receive calls from community counselors, social workers, law enforcement officials, probation officers, and legal representatives at any time.
- H. When the caller is unknown to staff, calls from individuals shall be screened for authenticity. Youth shall not be allowed to talk with a caller unless the identity of the caller has been confirmed. 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 youth to talk to the caller. The Community Counselor may also be consulted regarding the identity of the caller.
- I. A youth may call his/her legal representative on an agency phone at any reasonable time and as often as the legal representative agrees is necessary and will accept charges for the long distance calls. The calls shall allow for a reasonable amount of privacy and duration. Either the legal representative or the youth may request such calls.
- J. All phone calls (both outgoing and incoming) shall be documented in the Unit Telephone log (Attachment A), as well as the Youth Telephone Log (Attachment B) for the specific youth.
- K. All youth shall be advised during Orientation of the procedures governing telephone communications, both verbally and in writing per the Student Handbook. (See policy A.I.O. XIII.1)
- L. Parents and/or legal guardians shall be notified in writing of the general procedures governing telephone communications.