

Resident Telephone Calls

Rhode Island Department of Children, Youth and Families
Division of Juvenile Correctional Services: Training School

Policy: 1200.1402

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The Division provides reasonable and equitable access to the telephone for residents. Telephone calls with attorneys, the Department of Children Youth and Families (DCYF) Child Protective Services or the Office of the Child Advocate are not restricted. The Division recognizes that supporting healthy ties to the community and strengthening family supports for residents is an important aspect of rehabilitation and encourages telephone calls that serve those ends.

Related Procedure

[Resident Telephone Calls](#)

Resident Telephone Calls

Procedure from Policy 1200.1402: Resident Telephone Calls

- A. Newly-admitted residents make two telephone calls at the time of admission to parents or guardians. In addition, residents are also afforded an opportunity to call an attorney. Staff maintains visual supervision but does not monitor the conversation of the resident while he/she speaks to his/her attorney privately.
- B. A resident is afforded prompt access to the telephone if he/she asks to contact the Department's Child Protective Services Hotline. Staff maintains visual supervision but does not monitor the conversation of the resident while he/she speaks to the Child Protective Services Hotline privately.
- C. A resident is afforded prompt access to the telephone if he/she asks to contact the RI Office of the Child Advocate (hereinafter, OCA). Staff maintains visual supervision but does not monitor the conversation of the resident while he/she speaks to the OCA privately.
- D. Staff may not restrict calls to or from a resident's attorney at reasonable times.
 - 1. If an incoming telephone caller self identifies as a resident's attorney, staff obtains a name and telephone number from the caller.
 - 2. Staff returns the call to the number provided to verify the identification of the caller.
 - 3. Staff maintains visual supervision but does not monitor the conversation of the resident while he/she speaks to his/her attorney privately.
 - 4. The telephone call is documented in the Daily Unit Log Book and on the Telephone Log Sheet.
- E. Residents may earn additional telephone privileges in conformance with DCYF Policy 1200.1302, Incentive System – Points and Levels.
- F. The Unit Manager encourages resident telephone calls to and from:
 - 1. Social Workers, Probation Officers and other professionals to discuss issues relevant to treatment and transition.
 - 2. Family members, if it is determined that such calls are clinically necessary.
 - 3. These calls are documented on the Telephone Log Sheet.
- G. The Unit Manager approves all long distance calls unless of an emergency nature.
- H. Staff ensures that residents do not receive any telephone calls.
 - 1. If an incoming telephone call is of an emergency nature, staff obtains a name and telephone number from the caller and asks specifics of the situation.
 - 2. Staff calls the telephone number provided to verify the identification of the caller.
 - 3. If the situation is an emergency, staff may allow the resident to return the call with staff supervision. This call is logged in the Daily Unit Log Book and on the Telephone Log Sheet.
- I. Resident telephone calls are supervised by staff and documented on a Telephone Log Sheet (Form No. 012).