



## OYA Hotline 1-800-315-5440



It is important to OYA that you remain safe and free from all types of abuse during your reformation. The OYA Hotline was created for everyone to report concerns regarding safety, abuse or youth rights issues confidentially to our Professional Standards office (PSO).

**If you have been, or know someone who may have been abused or harmed, tell a trusted adult immediately or call the OYA Hotline.**

**PLEASE NOTE:** Reports of abuse are taken very seriously. If you choose to make a false report of abuse against anyone, it will be discovered. Anyone making a false report will be held accountable. This includes loss of privileges and possibly new charges.

When you have a concern that does not relate to abuse, ask yourself:

- Have I tried to talk with the staff/persons involved?
- Have I tried to talk with the TM, YCUC and/or upper management?
- Have I completed a Youth Communication form?
- Have I completed a Grievance form and waited the 10 days for the process to be completed?

When leaving a Hotline message:

- ◆ Speak clearly
- ◆ Give your first and last name (Tell us if you want to remain anonymous)
- ◆ Tell us where you are – Facility and Unit name
- ◆ Tell us names of people involved and any staff or youth witnesses
- ◆ Tell us the date/time and location of incident
- ◆ Give a brief summary of the issue/concern. Be respectful and communicate your concern effectively.

Staff will allow you to call the OYA Hotline regarding safety, abuse, or youth rights issues as soon as possible from the time you tell staff you want to make the call. There are times you will need to wait for the call because of other things going on in the unit – for example meds, meals and other activities. When you make a request, you must follow staff directives and should normally receive the call before the staff you asked leaves for the day. If you are not following staff directives, you will not get to make the call until you are complying and the staff feels it is safe. If the staff is not able to give you the call before they leave their shift, they will ask another staff to give you the call. Your manager may tell you they are calling the OYA Hotline for you when they cannot give you the phone because they feel you are being unsafe.