



# OREGON YOUTH AUTHORITY

## Policy Statement

### Part II - Youth Services



*Subject:*

#### Youth Use of Telephones

*Section – Policy Number:*

**F: Justice – 3.4**

*Supersedes:*

**II-F-3.4 (7/08)**  
**II-F-3.4.a (02/07)**  
**II-F-3.4 (05/04)**  
**II-F-3.4 (01/96)**

*Effective Date:*

**10/25/2010**

*Date of Last Revision:*

**12/08/2022**  
(Replaced “hotline”  
with “reporting line”)  
Reviewed:  
**01/17/2025**

#### Related Standards and References:

- [OAR 416-150](#)-0020 (Attorney Interview)
- Performance-based Standards (PbS), *Juvenile Correction and Detention Facilities*; Programming; Justice
- American Correctional Association, *Standards for Juvenile Correctional Facilities*; 4-JCF-3A-16 (Telephones)
- [OYA policy](#): I-D-4.0 (Professional Standards Office)  
I-A-10.0 (Preventing, Detecting, and Responding to Youth Sexual Abuse and Sexual Harassment)  
II-F-1.1 (Youth Grievance Process)  
II-F-3.6 (Youth Legal Materials and Assistance)


#### Related Procedures:

- [Facilitywide procedure](#): FAC I-E-4.0 Youth Incident Report

#### Interpretation:

Facility Services;  
Professional Standards Office

#### Approved:

  
Colette S. Peters, Director

## I. PURPOSE:

This policy provides guidelines for OYA staff regarding youth telephone use in OYA facilities.

## II. POLICY DEFINITIONS:

None

## III. POLICY:

OYA recognizes the importance of communication between the youth in its custody and their families and members of the community. Such communication allows youth to maintain contact with their families and community, and contributes to effective planning for a youth’s treatment needs. In an effort to maintain this communication, each facility will follow the use of telephone policy

and procedures described herein while also providing security within close-custody programs. Youth telephone use will be reasonable, equitable, and provide a reasonable amount of privacy.

OYA established the OYA Reporting Line (formerly “Hotline”) telephone number consistent with its mission of providing opportunities for reformation in safe environments. Youth may call the OYA Reporting Line to make complaints related to safety, abuse, or youth rights. Calls to the OYA Reporting Line may be anonymous. Youth are given as much privacy as possible within the limitations of the facility’s physical design while making OYA Reporting Line calls. Youth information acquired through the OYA Reporting Line process is confidential. The OYA Reporting Line is not intended to replace the Youth grievance process described in OYA policy II-F-1.1 (Youth Grievance Process). Calls made to the OYA Reporting Line are recorded, reviewed, and responded to by Professional Standards Office (PSO) staff during business hours/days.

#### **IV. GENERAL STANDARDS and PROCEDURE:**

##### **A. Telecommunications Device for the Deaf (TDD)**

1. Youth with hearing or speech disabilities, and youth who wish to communicate with people who have such disabilities, will be afforded access to a TDD or comparable equipment.
2. Telephones with volume control will be made available to youth who are hard of hearing.

##### **B. Attorney Telephone Calls**

All communication between a youth and their attorney or the attorney’s authorized representative is confidential. See OYA policy II-F-3.6 (Youth Legal Assistance) regarding attorney telephone calls.

##### **C. Regular Telephone Calls**

Regular telephone calls are calls a youth may receive or make to maintain family or community ties consistent with the youth’s case plan.

1. A youth may receive or make a minimum of one regular telephone call from/to a family member per week. The length of the call must be at least 10 minutes in duration. These outgoing telephone calls are paid for by OYA.

Telephone calls beyond the minimum may be allotted according to the facility’s behavior management system.

2. Each facility must establish the hours during which a telephone is available to youth.
3. Staff must verify the telephone number and person the youth wishes to call have been approved by the youth’s treatment team

prior to allowing the telephone call. Approved telephone numbers are normally located in the youth's JJIS profile.

4. Staff must place and ensure the approved party answers before the youth accesses the telephone.
5. Staff must remain in visual and audio proximity to monitor the youth for safety and security reasons while the youth is on the telephone.
6. Staff must terminate a telephone call if they believe that one of the parties participating in the call is being verbally abusive or committing a facility behavior violation.

Terminated telephone calls related to a youth's behavior violation must be documented in a Youth Incident Report (YIR). See facilitywide procedure FAC I-E-1.0 Youth Incident Report.

7. Staff must document all attempted or completed regular telephone calls in the youth's JJIS "Visits/Phone Calls" tab.
8. Staff must also follow the above procedure for youth regular incoming telephone calls.

#### D. OYA Reporting Line

Staff must allow a youth access to a telephone to call the OYA Reporting Line regarding safety, abuse, or youth rights issues as soon as possible from the youth's request to call, and prior to the end of the staff member's shift.

1. Staff must give the youth as much privacy as possible within the limitations of the facility's physical design while making an OYA Reporting Line call. Youth information acquired through the OYA Reporting Line process is confidential.
  - a) Staff must not ask the youth the purpose of the call.
  - b) Staff must **not** document the call in JJIS. Reporting Line calls are not tracked in JJIS.
  - c) Staff must ensure only the OYA Reporting Line number 1-800-315-5440 is called.
  - d) Staff must not deliberately listen to the youth's conversation.
  - e) Staff may visually monitor the youth for safety and security reasons while the youth is on the telephone.
2. If the call cannot be completed by the end of the staff member's shift, the staff member must notify their on-duty supervisor or officer-of-the-day (OD) of the youth's request to call the OYA Reporting Line.

- a) The supervisor or OD must ensure the youth calls the OYA Reporting Line during the next shift.
- b) If the call is delayed because the youth poses a danger to self or others, the supervisor or OD must notify the Professional Standards Office (PSO) of the youth's request.

- 3. PSO staff must review recorded calls received through the OYA Reporting Line.

PSO staff must respond to the OYA Reporting Line calls as soon as possible.

**V. LOCAL OPERATING PROCEDURE REQUIRED: NO**