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|  <p style="text-align: center;">COLORADO Division of Youth Services</p> | POLICY S-18-3 | PAGE NUMBER 1 OF 2 |
| | CHAPTER: Communications: Mail, Visits, and Telephone | |
| | SUBJECT: Telephone | |
| | EFFECTIVE DATE: December 22, 2021 | |
| THIS POLICY RELATES TO: Detention Youth Centers Treatment Youth Centers |  Anders Jacobson, Director | |

I. POLICY:

To maintain ties with the community and enhance family engagement, each youth in the custody of the Division of Youth Services shall have access to a telephone to make and receive personal telephone calls..

II. KEY TERMS: See the Division of Youth Services website for detailed definitions.

[☰ DYS Policy Key Terms](#)

A. Legal Representative

III. ASSOCIATED FORMS:

None

IV. PROCEDURES:

A. Youth may make routine local calls to their parents, legal guardians, or other approved persons during established hours.

1. Youth shall be allowed at least one phone call per week at a minimum of ten minutes to contact approved family members. Youth centers are encouraged to accommodate more phone calls when possible.

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2. Additional calls may occur at the discretion of the behavioral health specialist for therapeutic purposes, with permission given by the youth center director or designee.
 3. Youth centers shall develop a protocol to ensure the identity of persons contacted by the youth.
 4. Youth shall not be permitted to contact persons they have victimized for whom there is a current no-contact order in place.
- B. Youth may receive calls from assigned professionals, court workers, social workers, law enforcement officials, probation officers, GALs, the Child Protection Ombudsman’s Office, professional mentors, and lawyers at any time.
1. When the caller is unknown to employees, calls from individuals should be screened for authenticity. Youth should not be allowed to talk with a caller unless the identity of the caller has been confirmed.
 2. To confirm the identity of the caller, the employee 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.
- C. A youth may telephone their assigned professionals, GAL, approved and verified members of the GAL/defense team, and attorney on youth center phone at any reasonable time and as often as the attorney agrees is necessary and shall accept charges for the calls if the calls are long distance. The calls shall allow for a reasonable amount of privacy and no time limits shall be placed on the calls.
- D. All persons on a committed youth’s call list shall be reviewed and approved by the youth’s Multidisciplinary Team.
- E. Persons on a detained youth’s call list shall be reviewed and approved by the supervisor or lead worker. Assigned professionals may be consulted to assist in the review.
- F. DYS employees shall allow and ensure that youth have access to contact the Child Protection Ombudsman and/or child abuse hotline at their request. DYS employees shall ensure access to contact occurs on the same day the request is made and in a reasonable amount of time.