



Tennessee Department of Children's Services

Protocol for Youth Telephone Use in a Youth Development Center (YDC)

Supplemental to DCS Policy: 26.3-DOE

Youth placed in a YDC are permitted to make up to 5 private telephone calls monthly. The youth are allowed to speak privately with approved family/support contacts. These calls are in addition to any made during family therapy sessions, individual therapy sessions or child and family team meetings (CFTM).

When access to the phone for use by the youth is within the offices of the residential case manager (RCM), efforts to ensure the youth places or receives his calls privately are made as follows:

- Step 1: RCM, with youth sitting in the office, calls the number of the approved contact, identifies it is the correct person on the phone, hands student the phone.
- Step 2: RCM steps out of the office maintaining a visual of the student and phone for the duration of the call.
- Step 3: Upon completion of the allotted time, RCM re-enters the office prior to the youth ending the call and verifies the call is still with the approved contact.
- Step 4: Private call ends and youth signs off on form [CS-0327, Youth Telephone Log](#), that they received their call with their approved contact.

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