**Phone Calls**

**Phone Calls will occur on the following schedule**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Sunday** | **Mon** | **Tue** | **Wed** | **Thu** | **Fri** | **Saturday** |
| **Last Name begins with:** | A-Z | A-M | N-Z | -- | A-M | N-Z | A-Z |

**VISITOR CALL INS**

**Between 7:00am-9:00am**

**YOUTH CALL OUTS**

**Between 5:30-9:00pm**

**SATURDAY-SUNDAY 12:00pm and 8:00pm**

**\*Contact a supervisor if special arrangements needed\***

**Phone calls are FREE to youth**

**Visitor Call Ins**

**Visitors MUST be on youth’s approved phone call list – youth’s probation officer must approve all callers.**

 **Visitor will call into (503)588-5321 and request to speak to youth. Staff will check approval lists and connect visitor to youth as soon as possible. We DO NOT accept collect calls.**

 **Only ONE call will be accepted, so visitors are asked to coordinate phone calls if multiple visitors wish to communicate with the youth over the week.**

**Phone calls are 5 minutes long, but can be extended at staff discretion based on call volume. We will inform youth when 30 seconds are left to allow youth to say good-byes.**

**We will make effort to ensure all calls are completed, but understand that facility operations and safety may interfere with calls.**

**Youth Call Outs**

**During normal request times, youth will be asked if they want to make a call.**

**Visitors MUST be on youth’s approved phone call list – youth’s probation officer must approve all callers.**

**We will make two attempts to call to the person you requested during call hours. Staff will make these calls as time allows and will not call other persons if the person you wanted does not answer.**

 **Phone calls are 5 minutes long, but can be extended at staff discretion based on call volume. We will inform you when 30 seconds are left for you to say good byes.**

**We will make effort to ensure all calls are made, but understand that facility operations and safety may interfere with calls.**

 **If youth do not hang up when directed, youth may receive a loss of phone privileges for a period of time.**

**This privilege is subject to change based on facility operations.**