
After-Hour Calls/Home Phone Numbers

401.1 PURPOSE AND SCOPE

To set forth the guidelines for contacting employees during non-work hours. This policy applies to all employees.

401.2 AUTHORITY AND REFERENCES

- Riverside County Salary Ordinance 440:
- Applicable MOUs.

401.3 POLICY

Casework dynamics may necessitate contacting the assigned or most knowledgeable employee to assist in resolving emergent situations during non-work hours. Therefore, the Emergency Contact List will be provided to the institutions by the Probation Human Resources Division.

401.4 PROCEDURE

- (a) Juvenile Hall facilities are designated as after-hours information centers for the west and east county areas, respectively.
- (b) Probation Human Resources Division will regularly provide each juvenile hall with current updated directories of emergency contact phone numbers.
- (c) Personal phone numbers are confidential.
- (d) Juvenile hall staff will screen all calls and determine if the division manager needs to be contacted. When contact appears necessary, juvenile hall staff will:
 1. Obtain caller's telephone number and reason for contact, e.g., ward has run away.
 2. Call the appropriate division managers at home and explain nature of the call. The manager then assumes responsibility for returning the call or other followup. If the managers are not contacted, the CDPO shall be contacted.
 3. Should a division manager determine a supervisor or line staff will need to be contacted, the compensation shall comply with the Riverside County Salary Ordinance 440 regarding stand-by or call back pay. If staff are unable to contact the division managers or the CDPO, the caller will be advised and referred to law enforcement. The caller will also be advised to follow up with the respective staff the next workday.
 4. Juvenile hall staff will log all after-hour calls with the name and phone number of the caller and employee contacted. That information will be forwarded to the division managers, and respective staff by e-mail or the next working day by telephone.

Riverside County Probation Department

Policy Manual

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Attachment(s):

1. [Riverside County Ordinance 440](#)