

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

- Executive Committee

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, all employees will provide Probation Personnel a current home telephone number and residence address.

401.4 PROCEDURE

- (a) Riverside and Indio Juvenile Halls are designated as after-hours information centers for the west and east county areas, respectively.
- (b) Probation Personnel will regularly provide each juvenile hall with current updated directories of home phone numbers.
- (c) Home phone numbers are confidential.
- (d) Juvenile hall staff will screen all calls and determine if the employee needs to be contacted. When contact appears necessary, juvenile hall staff will:
 1. Obtain caller's telephone number and reason for DPO contact, i.e., ward has run away.
 2. Call DPO at home and explain nature of the call. The DPO then assumes responsibility for returning the call or other follow-up.
 3. If hall staff cannot reach the DPO, the deputy's supervisor is contacted and (s)he will have responsibility for returning the call.
 4. If neither the DPO nor supervisor is contacted, the caller will be so advised and referred to law enforcement if necessary. The caller will also be advised to contact the DPO the next workday.
 5. 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 DPO or supervisor by e-mail or the next working day by telephone.

Revised: 01/01/2002

Date: 07/01/1986