

**Idaho Department of
Juvenile Corrections
Administrative
Policy/Procedure**

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SUBJECT: PERSONAL TELEPHONE CALLS/USE OF CELL PHONES

CATEGORY: HUMAN RESOURCES

Policy

The purpose of this policy is to outline the occasions when it may be permissible to place or receive personal telephone calls during working hours and the use of personal cell phones. This policy refers to personal calls made using department or personal phone equipment. For purposes of this policy, the term "cell phone" is defined as any handheld electronic device with the ability to receive and/or transmit voice, video, text, or data.

It is therefore the policy of the Idaho Department of Juvenile Corrections (IDJC) that employees limit personal phone calls during working hours and follow the guidelines for the use of cell phones.

Operating Procedures

I. Use of Telephones and Cell Phones

- A. It is understood that on occasion personal calls may be necessary during work time. To the extent possible, employees are asked to limit personal calls and time spent on personal calls to meal and rest break periods. Personal use of cell phones includes, but is not limited to, receiving or placing calls; text messaging; surfing the Internet; checking, receiving or sending personal e-mails; and/or checking for personal phone messages.
- B. Employees should ask relatives, friends, and personal business associates to avoid phone calls of a personal nature to IDJC employees during working hours.
- C. Employee calls received by the receptionist are either transferred to the employee or voice mail, or messages are taken. Personal calls must be infrequent and short in duration, and replying to personal messages should be reserved for the next break. In the event an employee receives an emergency call, every effort shall be made to ensure that the employee receives the call or the message as quickly as possible.
- D. To avoid distracting others during working hours, cell phone ring and/or alert tone should be on a low volume, vibrate, or silent mode.

- E. To ensure the effectiveness of meetings, employees are asked not to bring cell phones. If cell phones are necessary, they must be on low volume alert tone, vibrate, or silent mode setting, with no exception.
- F. It is a privilege and not a right to have personal cell phones in secure areas in IDJC facilities. Check with the respective facility for rules regarding cell phone usage in secure areas. When allowed, cell phones are to be used according to this policy and the parameters set forth in items 1-5 below.
 - 1. Phone calls should be reserved for breaks.
 - 2. In an emergency call, staff are required to locate another staff to take over supervisory responsibilities while they are on the phone to ensure appropriate supervision.
 - 3. Phone usage while supervising juveniles is prohibited.
 - 4. The use of a cell phone to take pictures or videos of juveniles in IDJC custody, or to share messages, photos, videos, texts or the Internet with juveniles, or allowing a juvenile to use a cell phone is prohibited.
 - 5. Using phones inappropriately may result in revocation of phone privileges in secure areas and possible disciplinary action.

II. Use of Cell Phones While Operating State-Owned Vehicles

Employees will follow all local and state laws regarding the use of cell phones while operating a state vehicle.

Reference: [Glossary of Terms and Acronyms](#)
State Board of Examiners Policy SBEX Policy No. 442-50

Desk Manual(s): *None*

Related Policies: [Ethics and Standards of Conduct \(324\)](#)

Related Forms: *None*