

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

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**SUBJECT: CORRESPONDENCE AND COMMUNICATION:
MAIL, TELEPHONE, AND VISITATION**

**CATEGORY: JUVENILE RIGHTS AND
RESPONSIBILITIES**

Policy

The Idaho Department of Juvenile Corrections (IDJC) recognizes that support networks are vital to a juvenile's success and therefore, in conjunction with meeting the intent of the Balanced Approach, parents, legal guardians, and other members of a juvenile's immediate family are encouraged to maintain involvement via correspondence, telephone, and visitation. Maintaining involvement during a juvenile's placement with the IDJC increases the likelihood that the juvenile will successfully reintegrate into the community upon discharge from the IDJC.

It is therefore the policy of the IDJC to ensure and encourage juveniles' rights to communicate and correspond with others is recognized and encouraged, and the only restrictions are those necessary to ensure the safety and security of the juvenile, the institution, or other persons.

Note: This policy does not control privileged communications, including those with legal representatives. Refer to Privileged Communications (675) policy/procedure for direction regarding privileged communications.

Operating Procedures

- I. Approved Contacts List
 - A. Juveniles are permitted to correspond, communicate, and visit as outlined below with individuals identified on their Approved Contacts List in IJOS.
 - B. Following commitment and upon entry to an Observation and Assessment Unit (O&A Unit), the juvenile's parents or guardians and immediate family (including siblings, grandparents, aunts, and uncles) are placed upon the juvenile's Approved Contacts List unless such contact is otherwise prohibited by court order or rule.
 - C. Upon being placed in a treatment program, the juvenile may request to add other individuals to their Approved Contacts List using Request for Addition to Mail, Telephone, or Visitor List (DJC-086) form.

1. The juvenile's Juvenile Probation Officer (JPO), Juvenile Services Coordinator (JSC), and Rehabilitation Specialist determine if the contact requested would be contrary to legitimate safety and security concerns or if the contact should be approved.
 2. If the contact is approved, the JSC adds the individual to the Approved Contacts List in IJOS and designates the type of contact that is approved and/or disapproved (i.e., phone and mail, but not visitation).
 3. If the contact is not approved, the requested contact is designated a Prohibited Contact in IJOS by the JSC.
 4. If the JPO, JSC, and Rehabilitation Specialist cannot agree whether to approve the contact or not, the Superintendent of the facility where the juvenile is currently placed makes the determination.
- D. In case of emergency, the Unit Manager, duty officer, or the Superintendent has the discretion to permit contact with individuals not identified on the Approved Contacts List.

II. Prohibited Contacts List

If, at any time, a member of the juvenile's treatment team determines that an individual currently on the Approved Contacts List constitutes a legitimate risk of safety and security, the treatment team initiates a request for communications restriction using the Request for Communications Restriction (DJC-072) form. The DJC-072 form must be reviewed and approved within two business days.

1. If the JPO, JSC, and Rehabilitation Specialist agree that the restriction is necessary, the individual is designated a Prohibited Contact in IJOS by the JSC. If the three team members cannot agree, the request is reviewed by the Superintendent where the juvenile is placed.
2. The juvenile is entitled to appeal the determination at an informal hearing before the Superintendent, or designee, as indicated on the DJC-072 form. The Superintendent, or designee, indicates on the DJC-072 form whether the requested contact is to be added to the Approved Contacts List or is to be designated a Prohibited Contact.

III. Types of Contact

- A. Mail – this policy does not control privileged communications. Refer to 675 policy/procedure.
1. Incoming Mail
 - a. Mail received from individuals on the Approved Contacts List is delivered to the juvenile within 24 hours. Exceptions may occur

if the juvenile is away from the facility for an extended period of time.

- b. All mail is logged in the juvenile communication log in IJOS.
- c. With the exception of privileged mail, all incoming mail is inspected for contraband.
 - i. Staff members open and shake out mail and open packages before it is given to the juvenile. Any contraband is dealt with in accordance with the Contraband Detection and Disposition/Searches (620) policy/procedure.
 - ii. Mail is visually scanned when opened. Mail is only read if it is reasonably thought necessary to ensure the safety and security of the facility and its juveniles.
- d. Mail received from a Prohibited Contact is returned to the sender.
- e. Incoming mail received from an individual not identified on the Approved Contacts List, but who has not been otherwise identified as a Prohibited Contact, is placed in the juvenile's stored personal items.

The juvenile to whom it is addressed is given an opportunity to request that the sender be added to the Approved Contacts List. If the sender is not approved, the mail is returned to the sender.

2. Outgoing Mail

- a. Juveniles are provided with sufficient stationary, envelopes, and postage for all legal and official correspondence and for at least three personal letters each week.
 - i. The juvenile ensures that all outgoing letters have the correct, legible address and return address affixed (zip code included).
 - ii. Staff log all outgoing mail in the communications log in IJOS.
 - iii. When mail is sent out, there is to be no drawing, coloring, or pictures on the outside of the envelope.
 - iv. Juveniles may not enter into contractual agreements (e.g., audio/book clubs or magazines) to purchase goods while in placement.

- b. Mail is visually scanned by designated staff prior to sending. Staff verifies that the envelope is addressed as required. Mail is only read if it is reasonably thought necessary to ensure the safety and security of the facility and its juveniles.

3. Restriction of Incoming and Outgoing Mail

Any incoming or outgoing mail found to contain any of the content listed below, to be in violation of a court order restricting communication, or to otherwise not conform with this policy is addressed with the juvenile and restricted. Restricted mail is delivered to the Unit Manager for further action. Restricted incoming mail is returned to the sender.

Mail is visually scanned for evidence of any of the following:

- a. Plan(s) or suggestion(s) for sending contraband in or out of the facility;
- b. Plan(s) or suggestion(s) for criminal activity;
- c. Plan(s) or suggestion(s) for manufacture of weapons, drugs, or drug paraphernalia or alcoholic beverages;
- d. Threats of blackmail or extortion;
- e. Plan(s) or suggestion(s) for escape or unauthorized entry;
- f. Plan(s) or suggestion(s) for activities in violation of facility rules;
- g. Plan(s) or suggestion(s) for entering into contractual agreements for goods or services;
- h. Information that would create a serious danger of violence or physical harm to a human being;
- i. Other materials that would create a serious danger to the security of the facility;
- j. Obscene and/or vulgar language that is threatening one's welfare; or
- k. Abuse/misuse of mail system to contact unapproved individuals.

- B. Telephone – this policy does not control privileged communications including those with legal representatives. Refer to 675 policy/procedure.

- 1. Juveniles may receive and make telephone calls to those on the Approved Contacts List, their JPO, and their JSC.

2. Time limits on telephone calls with those on the Approved Contacts List is ten minutes, unless otherwise authorized by the Rehabilitation Specialist or Unit Manager.
3. Each juvenile is authorized at least two telephone calls per week, including incoming and outgoing. Calls to JPOs, JSCs, and legal representatives are not counted toward the allowed number of calls.
4. Calls are not accepted or made during scheduled program time unless on an emergency basis or in compliance with another policy (Prison Rape Elimination Act (PREA) Compliance (613) policy/procedure, 675 policy/procedure).
5. Incoming Calls – All individuals who call juveniles must identify themselves to the staff. Staff may take necessary action to verify the caller's identity. Refusal to identify or suspicion of false identification may result in a termination of the telephone call.
6. Outgoing Calls – Arrangements to make telephone calls are the responsibility of the juvenile. A staff member dials the outgoing number and verifies who is on the other end before giving the phone to the juvenile. Direct-dialed calls require the approval of the Unit Manager, or designee. Telephone calls to JPOs and JSCs are direct and coordinated through staff.

Juveniles are not denied phone calls due to inability to pay. Resources such as magic jack phone, collect calls, and calling cards are used, but the IDJC will pay for calls if these resources are not available.

- C. Visitation – this policy does not control privileged communications, including those with legal representatives. Refer to 675 policy/procedure.
1. Approved contacts, as designated on the Approved Contacts List in IJOS, JPOs, and JSCs may come to the facility to visit with juveniles.
 2. Visits are limited to immediate family members. Persons under the age of eighteen may not visit unless they are an immediate family member, are accompanied by an adult, and have received prior approval from the Superintendent, or designee.
 3. In order to ensure safety and security of the juveniles, visitors, and staff, all visits must occur during regular visitation hours or be arranged with the Rehabilitation Specialist at least two days in advance unless an exception is made by the Unit Manager, or designee.
 4. For visits arranged in advance, the Rehabilitation Specialist notifies the front desk/receptionist or control booth of the scheduled visitation, including names of those visiting.

5. Upon arrival at the facility, visitors are asked for photo identification before meeting with the juvenile. The designated staff verifies that the visitor is on the Approved Contacts List for visits and is present at the correct visitation time or on the scheduled visitation list, otherwise the visit may not be allowed. However, if the person is on the Approved Contacts List, but not at the correct visitation time or on the scheduled visitation list, the staff may call the Unit Manager or duty officer to obtain approval for the visitation.
6. Visitors shall not bring personal items into the facilities. If they arrive with personal items, including car keys or purses, they are asked to lock them up.
7. Visitors are required to sign in and out and wear a visitor badge while on the premises. Refer to Signing In and Out (107) policy/procedure.
8. Visiting rules – written rules governing visitors' conduct and responsibilities is conspicuously posted in the reception area. The rules should also inform visitors that everyone entering the grounds of the facility shall be subject to searches of their person, property, or vehicle.
9. Everyone entering the grounds of a secure facility is subject to searches of their person, property, or vehicle.
 - a. After being added to the Approved Contacts List, but before their first visit, visitors are required to sign the Consent to Search (DJC-087) form.
 - b. A metal detector, including a hand-held metal detector, may be used to search/scan a visitor without justification or written consent.
 - c. In the event a person, property, or vehicle of a visitor is suspected to include contraband, staff request that the visitor leave and law enforcement will be notified if necessary.
10. Visitors are prohibited from bringing food, candy, drinks, medications, medicated hygiene supplies, acne products, mouthwash, or unapproved clothing for the juvenile.
 - a. Staff confiscate all contraband materials.
 - b. Staff log the confiscated material in the security log and follow the procedures listed in Contraband Detection and Disposition/Searches (620) policy/procedure.
 - c. Contraband includes, but is not limited to, any object or material posing a serious threat to the institution's security, order, or

treatment process and/or any object or material deemed a danger to the health of the juvenile(s).

11. No more than four visitors are allowed for any juvenile during a single visit without prior approval of the Superintendent, or designee.
12. Hours of visitation are set and posted by the individual facilities. Due to resource limitations, visitation hours may be limited as follows:
 - a. Each juvenile may be approved for up to a maximum of four hours of visitation per month.
 - b. To the extent reasonable, Unit Managers or Superintendents may make exceptions in an effort to facilitate visitation in unique situations. Additional limitations may be imposed based upon safety and security concerns.
13. In order to ensure the safety and security of juveniles, visitors, and staff, juveniles are subject to a pat-down search during or upon the completion of a visit.
14. All visits to juveniles are documented in IJOS to record the name of the visitor, the relationship to the juvenile, the date in/out, and the time in/out.
15. Former juveniles/residents may visit if the Unit Manager and Superintendent have approved the reason/plan for the visit.
 - a. The plan for each visit is submitted to the Superintendent.
 - b. The Former IDJC Juvenile and Parent Release/Consent and Confidentiality Agreement (DJC-254) and the DJC-087 forms are also completed. The plan is saved in the former juveniles file.

D. Communication with Others in Custody

1. Juveniles wishing to communicate with other individuals in custody, including relatives in adult facilities and juveniles in other IDJC facilities are expected to follow the procedures outlined in this policy, including adding the individual(s) to the Approved Contacts List using the Inmate to Inmate Correspondence Request (DJC-243) form.
2. The JSC verifies the relationship and if contact is approved, completes the DJC-243 form and submits it to the other corrections facility.
3. Staff inform juveniles wishing to communicate with other individuals in custody that the juvenile will likely also need to be approved for contact by the other facility before communication can occur. Staff may assist to the extent practical in facilitating this process.

Reference: [Glossary of Terms and Acronyms \(None\)](#)

Desk Manual(s): *None*

Related Policies: [Privileged Communications \(675\)](#)
[Contraband Detection and Disposition/Searches \(620\)](#)
[Signing In and out \(107\)](#)

Related Forms: [Inmate to Inmate Correspondence Request \(DJC-243\)](#)
[Former IDJC Juvenile and Parent Release and Consent and Confidentiality Agreement \(DJC-254\)](#)
[Request for Communications Restriction Form \(DJC-072\)](#)
[Request for Addition to Mail, Telephone, or Visitor List \(DJC-086\)](#)
[Visitor Consent for Search \(DJC-087\)](#)