


2115 TELEPHONE AND MAIL PRIVILEGES	
Chapter: Sununu Youth Services Center	Section: Resident Rights and Privileges
	New Hampshire Division for Children, Youth and Families Policy Manual Policy Directive: _____ Approved: _____ Effective Date: May 15, 2010 Scheduled Review Date: _____
	William W. Fenniman, DJJS Director
Related Statute(s): RSA 621 and RSA 621-A Related Admin Rule(s): _____ Related Federal Regulation(s): _____	Related Form(s): Collateral Contact Sheet Bridges' Screen(s) and Attachment(s): _____

To encourage committed residents to maintain ties with their families and their communities, the SYSC shall permit residents to communicate by mail and telephone with individuals approved by the Residential Bureau Chief or designee. For the purposes of this policy the SYSC considers all residents indigent and will provide telephone and mail at no cost to residents.

Purpose

The purpose of this policy is to establish the Mail and Telephone privileges for SYSC residents.

Policy

I. Mail:

A. To ensure the safety and security of SYSC, its residents, and staff:

1. Resident's mail, both incoming and outgoing, may be opened and inspected for contraband.
2. Resident's mail, both incoming and outgoing, may be read, censored, or rejected. The resident shall be notified when the Unit Manager and Residential Bureau Chief withhold mail, in whole or in part, in writing.
3. Incoming and outgoing mail shall not be held for longer than 24 hours, excluding weekends, holidays and emergencies.
4. Incoming packages for residents shall not be held longer than 48 hours excluding weekends, holidays and emergencies.

B. Cash:

1. Any cash, checks, or other form of currency intended for a resident and received through the mail shall be collected by the Unit Manager or designee and immediately turned over to the Receptionist, who will properly receipt, document, and store the money.

C. Incoming Mail Addressed to Residents

1. A resident may receive mail from any sender unless the Residential Bureau Chief or designee determines that it is not in the best interest of the community, the resident,

SYSC, its staff, or residents to receive mail from a particular sender. These decisions will be documented.

2. A Juvenile Probation and Parole Officer (JPPO), the resident's parent/legal guardian, or SYSC staff may submit a written request to the Residential Bureau Chief that mail from a specified sender be withheld from the resident or read before it is provided to the resident.
3. If the Residential Bureau Chief determines that mail from a particular sender is to be read or withheld:
 - (a) The resident shall be notified of the determination.
 - (b) The withheld mail shall be retained in the resident's permanent record.
4. Residents shall open their own mail in the presence of residential staff, unless otherwise determined by the Residential Bureau Chief.
5. If the SYSC receives first class letters and packages for residents who have been released the resident's Unit Manager shall ensure the letter or package is referred to the Receptionist for forwarding.

D. Outgoing Mail from Residents

1. A resident may send mail to any appropriate individual unless the Residential Bureau Chief or designee determines that it is not in the best interest of the community, the resident, SYSC, its staff, or residents to send mail to a particular individual.
2. Unless a resident is subject to the restriction of his/her mail privileges and the juvenile bears the mailing cost, there is no limit on the volume of letters juveniles can send or receive. Residents will be required to send home, store in the secure storage as permissible or discard any excess correspondence.
3. Postage stamps are retained by staff and stored within the Unit Managers office in an envelope with the residents name and Bridges ID # clearly printed. Staff shall keep a running count of each resident's number of postage stamps on each envelope. Unit Staff shall provide a resident an appropriate amount of postage stamps to be used immediately as requested and as scheduled by each Unit's Unit Manager.
4. A JPPO, the resident's parent/legal guardian, a recipient of mail from the resident, or SYSC staff may submit a written request to the Residential Bureau Chief or designee that the resident not be permitted to send mail to a specified person or that any such communication be reviewed by staff before it is sent.
5. If the Residential Bureau Chief determines that a resident will not be permitted to send mail to a particular individual, the resident will be notified of the determination.
6. If the Residential Bureau Chief determines that a resident will be placed on a "Read List" in which the resident's incoming and/or outgoing mail will be read by a Staff Member determined by the Unit Manager and Treatment Team, the resident will be notified of the determination.

7. If a resident is unable to receive postage from family members or incoming mail, the Unit Manager and Treatment Team may inquire the Residential Bureau Chief to allow the resident to purchase stamps using their residential account. If an individual resident is determined to be indigent the Unit Manager and Treatment Team may request through the Residential Bureau Chief state postage assistance for the individual resident to maintain community and family ties.
8. Residents are permitted to send sealed letters to a specified class of persons and organizations, including but not limited to the following: courts, counsel, officials of the confining authority, administrators of grievance systems, and members of the releasing authority. Staff, in the presence of the juvenile, shall be allowed to inspect outgoing privileged mail for contraband before it is sealed.
9. All privileged mail, incoming and outgoing, shall be opened or sealed in the presence of staff to control contraband. Inspection of privileged mail shall be done in the presence of at least two staff members and only in the presence of the specific juvenile, unless waived in writing, or in circumstances, which may indicate contamination.

II. Telephone Use for Committed Residents

- A. To ensure the safety and security of SYSC, its residents, and staff:
 1. Residents may make telephone calls to or receive telephone calls from those individuals approved for such contact as identified in the resident's Collateral Contact Sheet.
 2. Phone calls will only be allowed to and from immediate family members on the Collateral Contact Sheet unless approved by the Unit Manager, Treatment Team and residential Bureau Chief in advance. All such approved telephone contacts shall be documented in writing.
 3. Resident telephone calls, whether incoming or outgoing, may be monitored by staff or restricted if it is determined to be in the best interest of the resident. Staff shall track and document each individual occurrence. The Unit Manager, with the Treatment Team, will provide the documentation to the Residential Bureau Chief.
- B. The Unit Manager or designee for each residential building shall establish the times identified for residents to make and receive calls.
- C. It is acknowledged that rules and procedures governing resident telephone access and use may vary from residential unit to unit as necessary to accommodate and support the programs and activities in a particular building or unit. Unit Specific Rules will be posted as a curtesy for unit residents as well as staff.

III. Telephone Use for Detained Residents:

- A. Family - Detained residents are permitted at least one 5-minute personal phone call to an immediate family member (or legal guardian) per day. This call shall be billed "collect" or billed to a calling card. It shall occur between 3:00 pm and one half-hour before the resident's bedtime. On weekends, calls may be placed after 1:00 pm. The Unit Manager or designee must approve any exceptions to this practice. Detained residents are not permitted

to receive phone calls from their families. The Unit Manager or designee shall approve any exceptions to this practice.

- B. Professionals - Detained residents may receive calls from professionals (attorneys, therapists, etc.) between the hours of 8:00 am and 8:00 pm. If residents wish to contact professionals, they are to sign up on the appropriate sheet before going to breakfast. Residential staff shall contact said professional and put the resident on the telephone at an appropriate time.