

POLICIES AND PROCEDURES MANUAL

KEYSTONE COMMUNITY RESOURCES, INC.

KEYSTONE INDEPENDENT LIVING, INC.



Policy Title:
3800 Program Telephone Use Policy

Chapter:
Chapter 10

Effective Date:
8/01/2006

Revision Date:
9/01/2009

Policy Number:
10-105-013

Executive Director

SCOPE:

- Chapter 3800 – Child Residential and Day Treatment Facilities

INTRODUCTION:

The purpose of this policy is to provide guidelines regarding clients' phone use. This policy addresses clients' rights associated with phone use, as well as staff duties and guidelines for appropriate supervision.

1. All clients are permitted an equal opportunity to use of the telephone, based on the limitations here in. Exceptions to this policy may be made by the Case Management Department, based on contact limitations determined by the treatment team.
2. While residing in 3800 programs, clients are permitted to use the telephone to speak with approved contacts. These individuals will be identified on the Approved Contact sheet provided to each home by the Case Management department. If employee is unable to locate the appropriate contact list, the Program Coordinator will be contacted immediately. Phone calls are not permitted between group homes.
3. All telephone contact will be documented on the attached phone tracking sheet, including contact, length, time, etc... All contact sheets will be stored in a locked location at the home with the telephone cards and a phone timer.
4. Telephone calls are only permitted between the hours of 3:30pm and 8:45pm on school days, and 9:00am and 8:45pm on non-school days. All phone calls will be made during free time. Clients are not permitted to use the telephone during study time, meal time, chore time, dinner time, etc... The Program Coordinator is the only person that is permitted to make exceptions to this rule.
5. Individuals that reside in 3800 programs are permitted to make and receive one phone call per day. All outgoing calls must be local phone calls, unless it is their pre-identified long distance day.

6. Long distance phone call schedules will be established and followed at each home by the Program Manager. These schedules will provide individuals with a choice of two days in which they are permitted to use the telephone for long distance outgoing phone calls. Individuals are permitted ONE long distance phone call on their scheduled day.
7. Each client is provided with a 15-minute phone card each week. It is up to the client, with staff assistance, to determine how they will use that time on their two weekly phone call days. Phone calls are never permitted to exceed 15 minutes in length. It is the responsibility of the employee to monitor all phone call times. If the client uses the entire 15 minutes of phone card time on their first calling day, they will not be permitted to make a call on their second day. Employees will discuss these issues with clients prior to all phone calls.
8. Employee is responsible for entering the code for the calling cards and dialing the telephone numbers for all client phone calls. Clients will never be given the phone card. Employee will wait until the other party answers the telephone, and will ask them if they would like to speak with the client. If they agree, employee will give the client the telephone, and begin to time the call with the provided timer. If they decline to speak with the client, the phone call will be ended, and appropriate counseling will occur. At no time will the employee answer treatment related questions, and will forward the caller to the Case Manager. This is to ensure our agency provides the most up to date and accurate information to family and referring agencies.
9. If there are several clients that need to use the telephone, employee is responsible for shortening call periods, as to provide each client with opportunity to use the phone.
10. Clients are never permitted to answer the telephone.
11. If an individual is serving program consequences per the 3800 PLUS program, they are still permitted to contact their family on their scheduled phone days as long as they are demonstrating appropriate behavior at the home during the time of the call. If client is not behaving in an acceptable manner, they will be permitted to make their phone call on the following day.
12. The same rule as identified in #10 applies to incoming family phone calls that occur during program consequences.
13. Employees are not responsible to listen in on a client's phone call, unless specifically identified as such by the Treatment Team. However, if an employee overhears a client speaking in a manner that is not appropriate, re-direction will be given. If the behavior continues, the call will be ended.
14. When the timer sounds off indicating a client's phone call time has expired, the employee will inform them. At this point, the client should explain to his caller that he must go. If client does not get off the phone, they will receive appropriate program consequences. In addition, phone privileges may be removed for up to one week, or required to be supervised by the Case Management department. If the client does not end the phone call after three verbal prompts, the staff member will do so.

DISCUSSION: