

## Threatening Telephone Calls

### 921.1 PURPOSE AND SCOPE

The purpose is to establish and implement written policy and procedures in the event a threatening telephone call is received. This policy applies to all juvenile facility staff.

### 921.2 AUTHORITY AND REFERENCES

- Board of State and Community Corrections Title 15, Article 3, § 1327;
- Welfare and Institutions Code §§ 209, 210, & 885.

### 921.3 POLICY

Every reasonable precaution shall be taken to ensure the safety and security of individuals and property in the event a threatening telephone call is received.

### 921.4 REQUIREMENTS

A written procedure shall be available in each juvenile facility that specifies the action to be taken in an emergency situation involving a threatening telephone call.

The facility manager(s) shall ensure all juvenile facility staff conduct an annual review of threatening telephone call procedures.

### 921.5 STAFF RESPONSIBILITIES

In the event staff receive a threatening telephone call, they shall note:

- [REDACTED]
- [REDACTED]
- [REDACTED]

During the course of the conversation, staff shall ask the caller the following questions:

Staff shall note the following questions regarding the callers' voice:

# Riverside County Probation Department

Policy Manual

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[REDACTED]

Date(s) revised:

12/07/2017

02/04/2016

03/01/2009

Created: 03/01/2000

Attachments: None