Typical Caller Concerns

- Medical care
- Behavioral health care
- Jail procedures
- Communication breakdowns & conflict
- Disrespect, unprofessionalism & delays
- Placement
- Safety
- Disability concerns
- Visitation
- Educational programming
- Jail resources, buildings and staff
- Out of cell programming
- Discrimination
- Policy concerns

Inmates Dial #37
Intake Line (408) 993-4140

Call us, we listen!

Notes:

Adult Custody Office
Of the Ombuds

Concerned about jail conditions?

Call us, we listen!
Inmates Dial #37
Intake Line (408) 993-4140

SCC Office of Mediation and Ombuds Services
Charcot Government Center
2310 N. First Street, Suite 100
San José, California 95131
ACOO@ceo.sccgov.org
Anyone with questions or concerns related to the welfare of inmates or jail conditions in the Santa Clara County Jails, including:

- Community members
- Inmates: Dial #37
- Inmate families & friends
- Jail staff
- Jail visitors
- Jail volunteers
- Other government agencies
- System partners

Tips for Inmates

- Be respectful
- Listen carefully
- During an emergency, do as the staff say
- Treat others the way you want to be treated
- See the staff as someone who can help
- Be honest
- Keep your word

Tips for Custody Staff

- Listen with empathy
- Be firm, fair and consistent
- Show respect for different cultures and beliefs
- Speak clearly & deliberately
- Make sure you are understood
- Be honest
- Keep your word

If your Loved One is Incarcerated

- Seek out help and support. You don’t have to do it alone!
- Learn the jail’s regulations and procedures
- Learn the responsibilities of employees, families and detainees within the system
- Take care of yourself

Who ACOO Serves

- Community members
- Inmates: Dial #37
- Inmate families & friends
- Jail staff
- Jail visitors
- Jail volunteers
- Other government agencies
- System partners

What ACOO Does

- Listens to your concerns
- Explains jail policies
- Improves communication
- Informs decision makers of recurring complaints
- Provides an annual public report
- Refers to Juvenile Welfare Office of Ombuds if you have children in the system

ACOO Does NOT

- Overrule custody or health care decisions
- Provide legal advice or services
- Conduct investigations
- Create policy