

## 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



Neutral • Informal  
Confidential • Independent

**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*

## Who ACOO Serves

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

## 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

## 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