§ 523-e. Access to the office of the ombudsman. 1. The office of the ombudsman shall create and disseminate materials for all youth in facilities operated by the office detailing the services that the office of the ombudsman can offer such youth and how such youth can contact the office of the ombudsman.

2. All youth residing in a facility operated by the office shall be permitted reasonable access to a telephone to make a toll free call to the office of the ombudsman upon the youth's request. Such youth shall be permitted to complete any phone calls with the office of the ombudsman in a manner which reasonably assures that the youth's conversations with an ombudsman are private. Any calls placed by a youth to the office of the ombudsman shall not count against any limit on phone calls placed on the youth pursuant to the rules of the facility in which he or she resides.