

## CHAPTER 5 – ADULT CUSTODY AND SECURITY OPERATIONS

### ARTICLE 21 – INMATE USE OF TELEPHONES

**RESPONSIBILITY FOR REVIEW:** Associate Warden  
Business and Support Services  
**REVIEWED ANNUALLY:** July  
**DATE OF LAST REVIEW:** July 2013

#### 52060.4 PUBLIC TELEPHONE ACCESS

##### General Guidelines for Placement of Calls

Institutions/facilities shall provide public telephones for the use of General Population disabled inmates to make personal calls. Assistive device telephones and additional time on telephones may be necessary to provide modifications for inmates and their callers with disabilities. The Institution/facility shall provide effective telephonic communications for inmates with disabilities and/or the person(s) with a disability they are communicating with.

Telecommunications Device for the Deaf (TDD): Consistent with this section of the Department Operations Manual (DOM), access to a TDD phone shall be made available for the effective communication of personal telephone calls between inmates and persons outside of the Institution/facility that have a verified need. The verification of an inmate's need for a TDD phone can be confirmed with local Health Care Services staff or by reviewing a copy of the California Department of Corrections (CDC) 1845 Inmate/Parolee Disability Verification. If the inmate does not have severe hearing/speech impairment but desires to call an outside party who requires the use of a TDD, the outside party shall forward a physician's statement of TDD verification to the inmate's Correctional Counselor (CC) I. Upon meeting all verification requirements, the inmate may sign up for telephone calls according to her privilege group designation.

TDD/Voice Relay Service: The TDD/Voice Relay Service allows communication between persons with hearing impairments even when one does not have a TDD. The TDD/Voice Relay Service can be accessed via the California Relay Service. The caller shall dial a "1-800" number for the local area California Relay Service and an operator will translate the call to and from receiver and sender via teletypewriter. This process is very time consuming because all verbal communication from the hearing person must be teletyped to the deaf person and the deaf person must teletype the message back to the operator. The operator reads the message to the hearing person, and the hearing person responds verbally. The process continues until the telephone call has ended. **Additional time shall be allotted for TDD calls to allow for the time delay in call connecting, the call, reading of the text, and typing a response. In addition, if a third party translator is needed, inmates shall be allotted more time.**

The following effective means of telephonic communication shall be provided to inmates with disabilities:

Inmates that have a verified need to make these "1-800" calls shall notify correctional staff and their respective housing sergeant. Correctional staff shall facilitate the "1-800" call. The TDD telephone for General Population is located in the Miller Program Housing Lieutenant's Office. The TDD telephone for the Support Care Unit (SCU) is located in the SCU Sergeant's Office. In addition, a language interpreter telephone is kept in the Classification and Parole Representative's Office, SCU Sergeant's Office on weekends. This telephone can be plugged into any institutional jack that has outside call access. There are simple instructions to follow.

#### 52060.5 INMATE PERSONAL CALLS

Each housing unit has four telephones, two on the "A" side and two on the "B" side for the purpose of inmate social calls. The telephones are connected directly to an Ontario toll operator where only collect calls will be accepted.

#### 52060.6 SCHEDULING OF OUTSIDE TELEPHONE CALLS

##### Hours of Operations

- Monday through Sunday and holidays, inmates will be eligible to utilize the telephones from 0615 hours to 2100 hours, excluding institutional count times and institutional emergencies. The first time slot shall begin at 0615 hours. The last time slot shall start at 2045 ending at 2100 hours.
- Inmates shall have the opportunity to sign up for a specific time slot one day prior to the planned telephone call on a rotation basis according to the rows on the electronic boards, row #1 (ten cells each), row #2 (ten cells each), etc. This will enable an equal opportunity to sign up for the popular time slots. The sign-up sheet shall be maintained in the housing unit office and shall be accessible to all inmates during Third Watch each day. Inmates are to be locked in at 2045 hours for phone sign-ups.
- If a Dorm is activated: Dorm inmates shall be able to sign up for phone times in accordance with their work/privilege group. Inmates housed in the dorm shall sign up by alternating from the "A" side to the "B" side. (Example: Even days on the "A" side and odd days on the "B" side.)
- The Third Watch housing unit officer shall secure the list at 2100 hours for use the next day.
- Special arrangements to facilitate sign-ups can be made for inmates that are assigned during evening hours. Also, consideration is to be given to disabled inmates who may have difficulty trying to sign up.
- Inmates may not use the telephone for more than ½ hour out of every four hours if there are other inmates who wish to use the telephone. Additionally, Inmates shall be allowed a total of 15 minutes in which to complete their call. At no time shall an inmate be allowed to extend their call beyond the 15-minute limitation.
- The sign-up sheet shall be divided into 15-minute increments, excluding scheduled institutional count times and institutional emergencies.
- Inmates may initially sign up for one phone call, to be made during their off-duty hours. Vacant time slots shall be utilized for additional or incomplete calls only after all inmates have had an opportunity to place a call.
- Inmates are allowed to sign up a second time on the next day if a slot is available. The housing unit officer shall document the additional phone call on the sign-up sheet.
- Inmates may not exchange telephone time slots without authorization from the housing unit officer. After each phone call has been completed for a Privilege Group "B" inmate, the officer monitoring the phone call shall record the date of the call on the inmate's behavior card which is retained in the unit office. (Privilege Group B inmates are permitted one phone call per month.)
- The housing unit officer shall monitor the sign-up sheet to ensure that the inmate does not make more calls than she is entitled to according to her privilege group, (officer will check the date of the last call recorded on the inmate's behavior card), and ensure that the 15 minute time limitation is adhered to.

#### 52060.7 IDENTIFICATION OF PRIVILEGE GROUP

##### Support Care Unit - Psychiatric Services Unit

Inmates in the Psychiatric Services Unit shall be afforded telephone calls in accordance with their privilege group designation.



Special Housing Unit and Administrative Segregation Cases

- Inmates who are in Privilege Group "D", as specified by classification committee action, are entitled only to verified emergency phone calls. The Special Program Lieutenant or CCI shall be responsible for authorizing such calls.
- An inmate who is placed into Privilege Group "A" or "B" status by a classification committee action shall have access to outside phone calls in accordance with their privilege group.
- All inmates on Administrative Segregation status must have their telephone calls noted on the CDC 114-A Isolation Segregation Report Log indicating the authorizing authority, person call, and any significant information while the staff is monitoring the telephone call. The call shall be made under direct and constant staff supervision.
- Attorney calls shall be arranged by the inmate's assigned CCI, unless determined by the Special Programs Lieutenant to be of an emergency nature.

All inmates housed in the RC and RC Overflow are in Privilege Group U. Telephone calls shall be given on an emergency basis only after verification by the housing sergeant and/or the inmate's assigned CCI.

**52060.8 CONFIDENTIAL TELEPHONE CALLS**

The Facility Captain or the Administrative Officer of the Day (AOD), during non-business hours, holidays, and weekends, has been designated to authorize emergency/confidential telephone calls between an inmate and the inmate's attorney or between an inmate and any other person, if the designee decides confidentiality is warranted.

During business hours, all requests for confidential calls shall be referred to the Captain for review. If approved, the Captain shall clearly document his/her justification on a CDC 128B Chrono and refer the matter to the supervising CCII who shall facilitate the call using appropriate safeguards to ensure confidentiality.

During non-business hours, holidays, and weekends, all requests shall be routed to the Watch Commander who shall make contact with the designated AOD. The AOD shall render a verbal decision and, if approved, the Watch Commander shall facilitate the call using appropriate safeguards to ensure confidentiality. Upon return to the Institution, the AOD shall document his/her justification on a CDC 128B.

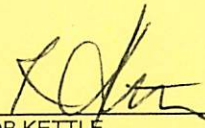
Authorized confidential calls shall not be monitored or made on coin-operated instruments.

**52060.12 TELEPHONE MONITORING**

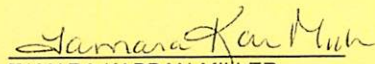
Telephone Monitoring (Notification to Disabled): The notice shall be in English and Spanish or by method to provide effective notices to inmates with disabilities. Notice shall be posted at each telephone installation where inmates are normally permitted to make personal outside calls.

**RESOURCE SUPPLEMENT**

Attachment – Telephone Sign-up List

  
 ROB KETTLE  
 Associate Warden  
 Business and Support Services  
 California Institution for Women

8/9/13  
 Date

  
 TAMARA KABBAN-MILLER  
 Warden (A)  
 California Institution for Women

8/29/13  
 Date



# TELEPHONE SIGN-UP LIST

DAY: \_\_\_\_\_

DATE: \_\_\_\_\_

ATTACHMENT

	PHONE 1		PHONE 2		PHONE 1		PHONE 2	
	LAST	CDC#	RM#	LAST	LAST	CDC#	RM#	CDC#
3:15								
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## PRIVILEGE GROUP A

Telephone access during the inmates non-working/training hours is limited only by institution facility telephone capabilities  
CCR 3044 (d) (3) (D)

## PRIVILEGE GROUP B

ONE personal telephone access period per month  
CCR 3011 (a) (3) (D)

## PRIVILEGE GROUP C

Telephone calls on an emergency basis only as determined by institution/facility staff  
CCR 3044 (f) (3) (C)