**RESPONSIBILITY FOR REVIEW: Associate Warden, Central Operations**

**52060.4 PUBLIC TELEPHONE ACCESS**

Every inmate utilizing the inmate pay telephones shall be required to give their first and last name when prompted by the recording at the beginning of their telephone call. Inmates who do not comply with this procedure shall have their telephone call terminated and may be subject to disciplinary action.

On Facilities A and B, the daily inmate telephone call sign-up sheets are kept in the unit office, and will be used by unit staff to monitor the inmate telephone calls.

Facility C staff will provide the tower officer, at Tower #10, with a weekly inmate telephone schedule to utilize in monitoring the inmate calls.

**52060.5 INMATE PERSONAL CALLS**

The statewide inmate telephone contractor, Global Tel\*Link (GTL), has a “blocking program,” which may affect specific un-billable telephone numbers. This process will affect only those inmate calls that GTL cannot bill for the collect calls. GTL will block those calls until the family/friend(s) establishes a billing arrangement under which GTL can bill the collect call. An informal notice to the inmates is provided as Attachment A.

Effective December 17, 2009, inmate population telephones can make collect calls to cell phones. The called party will be required to set up a direct bill account with GTL so that GTL can bill the called partner for the collect calls. Direct bill accounts will be set up to cell phone customers with service from major wireless telephone companies such as AT&T, Sprint, Verizon, T-Mobile, and Alltel. Direct bill accounts will not be set up to customers who have prepaid cell phones or other similar non-subscription cell phone services. An informal notice to the inmate population is provided as Attachment B.

**52060.6 SCHEDULING OF OUTSIDE PHONE CALLS**

Custody supervisors and counseling staff are designated to authorize telephone calls using phones other than the inmate pay phones. Inmates granted the privilege of making a personal phone call from a telephone other than an inmate pay phone, shall have staff present for the duration of their call. The inmate will be required to fill out a CDC Form 193Trust Account Withdrawal Order (Attachment C), to cover the cost of the phone call.

**TELECOMMUNICATION DEVICE FOR THE DEAF (TDD)**

On Sundays at 1900 hours, inmates requiring the use of the TDD machine may sign up at the unit office. The unit officer will conduct weekly sign-up for Disability Placement Program inmates and inmates with a verifiable immediate family member requiring the use of a TDD machine using the following telephone sign-up sheet (Attachment D). These calls shall be scheduled in 45 minute increments for those inmates meeting TDD criteria or having verified hearing impaired family members. This sheet will be maintained in the unit office on the bulletin board and not removed. The TDD call will be made from an available office that can be monitored and the call shall be a collect call. The TDD machine shall be located in the Facility Lieutenant’s (LT) office and the scheduling of the call is subject to the same regulations and rules as the rest of the general population.

#### FACILITY C – LEVEL III

On Sunday after the completion of the morning meal the Second Watch building officers will conduct a weekly telephone sign-up for the inmates using the following telephone signup sheet (Attachment E). Culinary inmates returning from their work assignments will be allowed to sign up upon their return. Inmates will be allowed to sign-up for the week for either daytime or evening calls (subject to the procedures listed below). The number of phone sign-ups will be based on an inmate’s privilege group as shown in California Code of Regulation (CCR), Title 15, and §3044.

Inmates must be present to sign-up for their call(s). Staff will draw the identification card from the box at random. The officer will ensure the inmate is not currently on the Loss of Privilege (LOP) list for telephone privileges. Privilege Group ‘A’ inmates will be allowed to sign-up before Privilege Group ‘B’ inmates. The officer will call the inmate’s name and the inmate will come forward and select an available time slot. The officer will record the inmate’s name on the phone sign-up sheet. Determination of the inmate’s privilege group will be obtained from a current A1/A report.

* Privilege Group ‘B’ inmates are to sign-up for phone calls within the first seven days of each month. They are not authorized to sign-up for evening phone calls (after 1530 hours).
* Second and Third Watch building staff will review the telephone sign-up sheets to ensure inmates are adhering to the correct number of phone calls per sign-up period.
* Inmates will sign up in accordance with the rotating tier schedule for AM and PM phones.

Time slots, which are not filled at the weekly phone sign-ups, will either be crossed out or used at the discretion of the building officer. Inmates without identification cards will not be allowed to sign-up for phone calls. Inmates may not sign-up for a phone call time slot during their work/training hours. Copies of the week’s phone list will be given to the building control booth, Tower #10, and the building custody office. Building staff will keep a copy of the weekly phone sign-up sheets in the building. Tower #10 is responsible for turning the telephones on and off at the designated times (and/or as requested by building staff). If there is not an inmate signed-up for a phone slot, the phone will be turned off.

Inmate access to the telephones will be as follows:

**TELEPHONES ON TELEPHONES OFF**

**0830 1130**

**1130 1230 (Orientation Inmates Only)**

**1240 1600**

**1900 2100**

Telephones will be made available for Orientation Inmates from 1130 hours to 1230 hours.

It will be the inmate’s responsibility to sign-up for phone calls following the next regularly scheduled building unlock or prior to the time they need to exit the building for their job assignment.

**EXAMPLE:** If an inmate gets off work at 1430 hours and he has a phone call at 1445 hours, he will not be given a special unlock to go into his building to make the phone call.

# INMATES ARE NOT ALLOWED TO GIVE THEIR PHONE TIME TO OTHER INMATES

All inmates must comply with the telephone procedures, regulations and rules. Failure to do so could result in disciplinary action including, but not limited to, the loss of telephone privileges.

### ADMINISTRATIVE SEGREGATION UNIT (ASU)

Inmates, who have been designated as Non-Disciplinary Segregation (NDS) by the Institution Classification Committee, will be given phone calls in the ASU. Inmates identified as NDS A1 will be afforded the opportunity to make one fifteen (15) minute phone call per week. Inmates identified as NDS B1 will be afforded the opportunity to make one fifteen (15) minute phone call per month. A weekly sign-up sheet will be completed by the Search and Escort Officer in the ASU. When an ASU inmate uses his telephone privileges, it shall be logged on the inmate’s CDC 114-A Inmate Segregation Record, for tracking purposes. If an NDS inmate with privileges declines to utilize his phone call, that information will be logged on his CDC 114-A, for tracking purposes.

Inmates in ASU for disciplinary reasons may be allowed emergency outside phone calls only as authorized by the ASU LT or Sergeant (SGT). All outside phone calls will be monitored. In cases where an inmate has a scheduled court appearance or any other activity, which may allow him to temporarily, or permanently leave ASU, ISU and/or the Facility C Captain will be notified prior to the call being placed.

Examples for telephone access are a follows:

* Family related death or serious illness
* Legal consultation
* All other calls shall be authorized by the Facility C Captain

### FACILITY B – LEVEL II

A Facility Officer will conduct a telephone sign-up period seven days per week for inmates in privilege group A1/A. There will be one sign up period on Second Watch and one sign up period on Third Watch. Inmates in privilege group A2/B will be allowed to sign-up on the first seven days of the month with their designated tier. Determination of the inmate’s privilege group will be obtained from a current A1/A report.

On Second Watch, inmates housed on the designated tier for sign-ups will place their identification cards in the phone sign-up box by Telephone #12 prior to 1000 and 1300 hours. Phone sign-ups will take place by Dorm #76, usually at 1100 hours. Inmates must be present to sign-up for their call(s). The officer will place the cards in a box or paper bag and draw the cards at random. As each card is drawn, the officer will call the inmate’s name and number, check the LOP list to ensure the inmate has telephone privileges, the inmate will select an available time slot on the sign-up sheet that meets his needs. This process will be repeated until all phone call slots are filled or the cards are exhausted. Inmates will not be allowed to sign-up for more than one time slot per day. Time periods are 0915-1130 hours and 1230-1400 hours seven days a week. Delays in the opening of the unit due to back gate clearance issues, alarms, and/or fog cancels scheduled phone time.

On Third Watch, inmates housed on the designated tier for sign-ups (alternating upper and lower tier) will place their identification cards in the telephone sign-up box by telephone #12 prior to 1945 hours. At 2000 hours, an announcement will be made via the public address system informing the inmates that phone sign-ups will commence. The officer will place the cards in a box or paper bag and draw the cards at random. As each card is drawn, the officer will call the inmate’s name and number, check the LOP list to ensure the inmate has telephone privileges, and the inmate will select an available time slot on the sign-up sheet that meets his needs. This process will be repeated until all phone call slots are filled or the cards are exhausted. Only one phone time slot per inmate per day is allowed. Time periods are 1445-1600 hours and 1915-2100 hours. Delays in the opening of the unit due to back gate clearance issues, alarms, and/or fog cancels scheduled phone time.

### PHONE SIGN-UP SCHEDULE

### WEEK 1- A1A/ A2B

### WEEK 2- A1A ONLY

### WEEK 3- A1A ONLY

### WEEK 4- A1A

# INMATES ARE NOT ALLOWED TO GIVE THEIR PHONE TIME TO OTHER INMATES

All inmates must comply with the telephone procedures, regulations and rules. Failure to do so could result in disciplinary action including, but not limited to, the loss of telephone privileges.

### FACILITY A – LEVEL I

Inmates housed in the section designated to have recreation yard time will be the only inmates allowed to sign-up for telephone calls during their yard time on that designated day. Inmates wishing to sign-up for telephone time will place their identification cards into the telephone sign up box between the Unit Office and Dorm #2. All inmates will stand behind the yellow Out of Bounds line painted on the track and wait to be called to sign up. Approximately ten minutes after yard is open, an Officer will remove the identification cards from the box and conduct a random draw of the approved inmates. The inmates will be assigned a time slot of their choice until all the designated times are filled. Inmates must be present at the time of sign-ups to receive a time slot.

As each card is drawn, the officer will call the inmate’s name and number, check the LOP list to ensure the inmate has telephone privileges, and that inmate will select an available time slot on the sign-up sheet. This process will be repeated until all phone call slots from that section are filled or the privilege cards are exhausted. At that time, the phone sign-ups will be terminated. All identification cards will be returned to the inmates during sign-ups. Any inmate attempting to sign up for another inmate or using the telephones without authorization will be issued a CDCR 115, Rules Violation Report.

Delays in the opening of the unit due to back gate clearance issues, alarms, fog and/or any other unusual occurrence that delays normal program cancels scheduled phone time until the unit is returned to normal operation status.

# INMATES ARE NOT ALLOWED TO GIVE THEIR PHONE TIME TO OTHER INMATES

All inmates must comply with the telephone procedures, regulations and rules. Failure to do so could result in disciplinary action including, but not limited to, the loss of telephone privileges.

##### PRIVILEGE GROUP C

Privilege Group C (C/C) inmates may make telephone calls on an emergency basis only. Staff at the level of SGT or a   
Correctional Counselor I (CC I) must authorize their call.

##### OUTPATIENT HOUSING UNIT (OHU) (Also refer to Operational Procedure (OP) #022)

The Chief Executive Officer /Chief Medical Officer or attending physician will write an order approving the inmate for a phone call. The Licensed Vocational Nurse/Registered Nurse then contacts custody staff of the appropriate unit (Level I or II, depending on the inmate’s custody) and, at the convenience of said custody staff, the inmate is escorted to the unit so that he may make the phone call.

If the inmate is unable to be escorted to the unit, the procedures stated in OP #022, OHU, shall be followed.

If a Facility C or ASU inmate is housed in OHU, and the ISU LT, or his/her designee grants a telephone call, ISU staff shall be present in OHU to monitor and log the phone call, which will be made from within OHU.

### FIREHOUSE

Inmates assigned to the firehouse have been granted the privilege of making telephone calls from the firehouse. These calls will be made between 1500-2100 hours, Monday through Friday. Weekend/Holiday hours are from 0800-2100 hours. At no time will an inmate utilize the telephone during his work hours (except in emergency cases).

PLACING INTERNATIONAL CALLS

International calls placed by inmates are allowed. GTL requires that a prepaid account be established for all international calls. Inmate’s family must set up the required account prior to the inmate making efforts to call them. Without the prepaid account the calls will not be processed by GTL (Refer to Attachment G).

**52060.8 CONFIDENTIAL TELEPHONE CALLS/TELEPHONIC COURT APPEARANCES**

**TELEPHONIC COURT APPEARANCES**

Pursuant to California Rules of Court, Rules 3.670, 5.530(f), and 5.531, to improve access to the courts and reduce litigation costs, the courts permit parties, to the extent feasible, to appear by telephone at appropriate conferences, hearings, and proceedings in civil and family law cases.

Upon receiving notice ordering an inmate’s telephonic court appearance or a Confirmation for Courtcall Telephonic Appearance, the Litigation Coordinator shall schedule the telephonic court appearance with the inmate’s assigned CC I. The assigned CC I, not less than 24 hours prior to the scheduled court appearance, shall utilize the Strategic Offender Management System and ducat the inmate to their office to place the call. The CC I shall be present for the duration of the call.

Inmates are allowed confidential telephone calls with their attorneys. These calls shall not be monitored or recorded; however; inmates will be under constant visual observation during the call. A CC II /LT or higher ranking authority may authorize such calls. Before authorizing the call the following must be adhered to:

* The attorney or any other person (when staff has determined that confidentiality is warranted) requesting the call, must submit his/her request in writing on a letterhead format at least seven business days in advance to the Litigation Coordinator (LITCO).
* The letter must include the purpose for the call.
* The requestor must also complete a CDCR Form 106-A Confidential Phone Call Request form (Attachment H).
* The LITCO will ensure the requestor has met the clearance requirements per CCR, Title 15, § 3282.
* Once approved, the LITCO will notify the respective housing unit CC I/CC II to facilitate the confidential telephone call.
* The CC I/CC II will ensure the inmate is present to receive the phone call at the pre-arranged time approved by the LITCO.

The requestor is required to initiate the phone call to the institution in order to prevent long distance charges to the state. These phone calls shall normally be limited to 15 minutes or less unless deemed necessary and approved by the LITCO.

**52060.9 EMERGENCY TELEPHONE CALLS**

An emergency is defined as a death, serious illness, or accident involving an immediate family member as defined in CCR, Title 15, §3000. When a member of an inmate’s family calls to convey an emergency message, the call shall be referred to the appropriate Chaplain or CC. If the Chaplain or CC is not available, the call shall be referred to the Facility LT. In the absence of the Facility LT, the Watch Commander shall accept the call. The staff member accepting the call shall attempt to verify the emergency.

The inmate shall be informed of the message and may be permitted a monitored telephone call, which shall be placed as a collect call or paid for by the inmate’s trust account. If the inmate is permitted an emergency call, upon completion of the call, the staff member shall evaluate the inmate’s reactions and behavior in order to determine whether or not an increase in custody and/or change of housing and/or follow-up counseling is required. If the staff member is unable to independently make a determination, the matter shall be referred to the LT or CC II.

Calls placed using a Trust Account withdrawal shall not be placed on public inmate telephones. Time and charges for approved call shall be recorded on the CDC 193 by the staff that monitors the call. If the inmate is permitted to place a call, the time, date, person called, and the inmate’s response shall be recorded on the CDC Form 128-B, General Chrono (Attachment I). The original sent to the Records Office for the inmate’s Central File and a copy to the inmate.

**52060.16 REFERENCES**

* + - Department Operations Manual (DOM) Chapter 1, Article 12, Telephone and Telecopy
    - Operational Procedure (OP) #014 Developmental Disability Program
    - OP #017 Disability Placement Program
    - OP #022 Outpatient Housing Unit
    - OP #119 Administrative Segregation Unit
    - Memorandum dated, July 3, 2007, and signed by Lea Ann Chrones, Director (A), titled “Inmate Phone Vendor Changes Notices to Inmates and Families”.

ATTACHMENT:

Attachment A – MCI Notice to All Inmates

Attachment B – GTL Notice to All Inmates - Collect Calls to Cell Phones

Attachment C – CDC Form 193, Inmate Trust Account Withdrawal Order

Attachment D – Telecommunication Device for the Deaf (TDD)

Attachment E – Telephone sign-up sheet

Attachment F – CDC Form 114A1, Inmate Segregation Profile

Attachment G – GTL International Advance Pay

Attachment H – CDC Form 106A, Confidential Phone Call Request Form

Attachment I – CDC Form 128B, General Chrono

*Original signed by CDW J. Martinez on 02/13/2014*

HEIDI M. LACKNER DATE

Warden