

ALAMEDA COUNTY SHERIFF'S OFFICE DETENTION AND CORRECTIONS POLICY AND PROCEDURE	NUMBER: 8.30	PAGES: 1 of 3
	RELATED ORDERS: MJS 1067 18 U.S.C. 2511 (1) (a) & (4) P&P 17.04 P.C. 636(a), P.C. 2600	
	ISSUED DATE: April 30, 1999	
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CHAPTER: Security and Control	SUBJECT: Inmate Telephone Monitoring / Recording	

- I. **PURPOSE:** To establish policy and procedure for controlling and using the Global Tel*Link LazerPhone telephone monitoring and recording system.
- II. **POLICY:** It shall be the policy of the Alameda County Sheriff's Office, Detention and Corrections Division to ensure that the Global Tel*Link LazerPhone System is utilized only for legitimate law enforcement needs as allowed under State and Federal Laws (CA P.C. 2600, *Lanza v. New York* (1962) 370 US 139) and in compliance with applicable State and Federal statutes.

III. **DEFINITIONS:**

- A. **LAZERPHONE:** The Global Tel*Link computer system that provides inmate telephone service, and allows recording, temporary storage, and monitoring these calls.
- B. **WORKSTATION:** Part of the Global Tel*Link System that provides the user interface to LazerPhone.
- C. **RECORDS:** Either digital recordings of calls originating from inmate telephones, the corresponding computer-generated documents of telephonic activity or both.

IV. **PROCEDURE:**

- A. **LOCATION/ACCESS:** Access to the Global Tel*Link LazerPhone System can only be gained through the workstations which are login ID and password protected. Use of the workstations shall be restricted to designated Classification/Inmate Services' personnel who have received instruction from the Classification Sergeant and/or a Global Tel*Link representative.
1. At the Glenn E. Dyer Detention Facility (GEDDF), there are two workstations; Classification Unit's Administrative Office (Room #217I) and Inmate Services Office/Law Library. Each in a locked, secure room outside of the inmate access areas.
 2. Santa Rita Jail (SRJ): There are three workstations; each located in a locked, secure room outside of the inmates access areas:
 - a. Classification Unit's Administrative Office
 - b. Room #207A (dedicated monitoring room near CP-11)
 - c. Inmate Services' Administrative Office

B. The designated Classification personnel shall routinely monitor outgoing inmate telephone calls and access LazerPhone System records of stored calls to screen for potential security issues and criminal activity.

C. SYSTEM RECORDS REQUESTS:

1. Requests from outside agencies for access to LazerPhone System records shall be directed to the Classification sergeants of the SRJ or the GEDDF.
2. Requests from an outside agency for access to LazerPhone System records shall be submitted in writing on their agency letterhead. Minimally, the request shall include the specific reason for access to records, the subject's name and Personal File Number #, name, rank and signature of requesting official, and a contact number.
3. LazerPhone System records released to outside agencies shall be documented in a LazerPhone System Records Release Memo (copy attached). The employee handling the records request shall complete the form and attach it to the original request. All records shall be screened prior to release.
4. Personnel accessing LazerPhone System records, including designated Sheriff's Office personnel, shall have a signed LazerPhone Admonition Form (copy attached) on file at the facility where the records were accessed. The admonition forms will be kept on file for three years.
5. Each official request for LazerPhone System records, along with applicable LazerPhone System Records Release Forms, shall be kept in file in the Classification Unit of the facility handling the request.

D. SYSTEM SAFEGUARDS:

1. In compliance with California Penal Code Section 636(a), and Title 18 USC 2511(1)(a) & (4), no Alameda County Sheriff's Office personnel shall knowingly monitor or record privileged conversations between an inmate and his legal counsel, physician or religious advisor without his/her consent.
2. Telephone numbers of the Alameda County Public Defender's Office and attorneys assigned to the Bar Association's Court Appointed Attorneys Program for this county have been entered into the LazerPhone System to prevent calls to these numbers from being recorded.
3. Upon verification of identity and relationship, the Alameda County Sheriff's Office will respond to official requests of an inmate's attorney, physician and/or religious advisor to have their telephone numbers blocked from recording. The facility's Classification Unit will verify the information.
4. To ensure that inmates in the custody of the Alameda County Sheriff's Office are fully aware that their telephone calls are subject to monitoring and/or recording, the following

three methods of notification will be adhered to at all times.

- a. The Global LazerPhone System shall play a recorded admonishment that the inmate and the called party will hear prior to the call being accepted by the called party. The recording will state “*Global Tel*Link, this call may be recorded or monitored. I have a collect call from (inmate’s name), an inmate at an Alameda County Sheriff’s Jail. To accept press 0 and hold, to refuse press 5 and hang up.*”
- b. Notices will be prominently posted in inmate dayrooms and common use areas containing the admonishment that inmate telephone calls are subject to being monitored and recorded. The admonishment will state, “Telephone calls may be monitored and recorded.”
- c. An admonishment regarding recording and monitoring inmate telephone calls shall be included in the Alameda County Sheriff’s Office Inmate Rules and Information handbook. The admonishment will read, “*The Alameda County Sheriff’s Office has the authority to monitor and record conversations on any telephone located within its facilities for the purpose of preserving the security and orderly management of the facility, and to protect the public. An inmate’s use of the telephone constitutes consent to monitor and record conversations pursuant to Section 2600 of the California Penal Code.*” Every inmate who is processed into the Sheriff’s custody shall be given a copy of the Rules and Information handbook, and be required to sign for its receipt on the Intake Classification Report.