

<b>ALAMEDA COUNTY SHERIFF'S OFFICE</b>  <b>DETENTION AND CORRECTIONS</b>  <b>POLICY AND PROCEDURE</b>	<b>NUMBER:</b> 5.05	<b>PAGES:</b> 1 of 2
	<b>RELATED ORDERS:</b> P&P <a href="#">6.01</a>	
	<b>ISSUED DATE:</b> July 1, 1989	
	<b>REVIEW DATE:</b> October 15, 2015	
	<b>REVISION DATE:</b> September 23, 2014	
<b>CHAPTER:</b> Staff Communication and Transportation	<b>SUBJECT:</b> Telephone, All-Call Paging and 800 MHz Radio System	

I. **PURPOSE:** To set policy and procedure for the use of county telephones and the 800 MHz radio system. The all-call paging system is only in use at Santa Rita Jail (SRJ).

II. **POLICY:**

- A. Employees are responsible for proper use of facility communication systems. These systems provide the most common means of contact within or outside the facilities. Rapid and effective communication is provided with proper use.
- B. Communicating systems will only be used for official business.
- C. When using any communication system, staff will speak distinctly, be courteous, listen carefully and write down messages.
- D. Certain systems are electronically sophisticated and require care and diligence in their operation. Employees who are not familiar with the use of a particular system shall consult a supervisor.
- E. Staff will immediately report any malfunction of a communication system to a shift supervisor, and complete an electronic PD-209 pursuant to Policy and Procedure 6.01.
- F. In the event of facility telephone system failure, communication within the facility shall be by 800 MHz radio, except when bomb threat procedures are in effect.
- G. In the event of an emergency or an urgent/unusual incident, and conventional means of communication are disrupted, communication between the facility, the Sheriff's Office Emergency Services Dispatch and the community will be maintained via 800 MHz radios.

III. **PROCEDURE:**

- A. **TELEPHONES:** The facility telephone system is a component of the Avaya G-3 system. All incoming calls made to the main telephone number and other selected numbers are received by the Lobby staff at Glenn E. Dyer Detention Facility (GEDDF) and (SRJ).
  - 1. If the system develops a problem that cannot be resolved or for any emergency telephone repair, Emergency Services Dispatch will be contacted. Dispatch personnel will contact the on-call Communications Department staff member, who will address the problem.

2. Requests for telephone repairs, other than those noted above, will be made in compliance with Policy and Procedure 6.01, "Repair and Minor Construction Reports."
3. Personnel are reminded that county telephone use must be for county business. Violations of this mandate, specifically personal business use of telephones, will not be tolerated.
  - a. When it becomes necessary to make a personal call, inform a supervisor prior to making the call.
  - b. Public pay telephones are available, in the Central Control corridor at GEDDF, and in the main lobby (CP-11) at SRJ, for personal calls.
4. Staff will access the county tie-line system when calling Alameda County agencies.

B. ALL-CALL PAGING SYSTEM:

1. SRJ All-Call Paging: The all-call page is a one way, overhead public address communications system that originates from CP-1 or CP-11 only. The all-call paging areas cover the Core Building and the Service Building. The all-call is for emergency and informational announcements.

C. 800 MHz RADIO SYSTEM:

1. In the event of an emergency or an urgent/unusual situation staff will utilize 800 MHz radios for all communications. The Watch Commander or his/her designee will ensure that all sworn staff working at SRJ and GEDDF check out an 800 MHz radio at the beginning of their shift.
2. If communication with the outside is disrupted, 800 MHz radios will be used to maintain communication with the Sheriff's Office Emergency Services Dispatch.
  - a. 800 MHz radios are designed to allow portable communication with Alameda County Sheriff's Office Dispatch and other law enforcement agencies.
  - b. 800 MHz radios are the primary communication system within SRJ and GEDDF.
  - c. During a crisis, Central Control and CP-1 will assume dispatch duties and all communication with the community shall go through these areas.

D. ETIQUETTE: The following etiquette applies to all forms of communications:

1. Answer promptly
2. Identify yourself with name and title
3. Identify your unit or location
4. Be courteous and professional
5. Listen attentively
6. Write down messages
7. Deliver the message to the appropriate person, as soon as possible