



# FRANKLIN COUNTY JAIL

Chambersburg, PA

## Standard Operating Procedure

<b>Chapter:</b>	400	Activities and Support Services	<b>Number:</b>	400.03	<b>Pages:</b>	6
<b>Title:</b>	03	Telephone Access	<b>Effective Date:</b>			

### POLICY

It is the policy of the Franklin County Jail (FCJ) to provide inmates with the ability to communicate with members of the community through the use of the inmate telephone system. The facility may limit, monitor, or record inmate telephone calls for legitimate correctional interests to specifically include the protection of the public. These recorded calls may also be subpoenaed by law enforcement officials to aid in the prosecution or defense of inmates.

### PURPOSE

To establish the guidelines for the use of the inmate telephone system.

### REFERENCES

ACA 4-ALDF-2A-65-66  
 ACA 4-ALDF-6A-05  
 PA Title 37 95.247

### DEFINITIONS

Commitment Telephone Call: Call given to an inmate for contacting bondsmen, family, or attorney at the time of commitment

Discharge Telephone Call: Call given to an inmate for contacting family or friends at the time of his/her discharge, but not for transfer to another facility

Emergency Telephone Call: Calls given to an inmate during times of serious family illness, death, or impending disaster.

Personal Identification Number (PIN): Personal Identification Number for use on the inmate telephone system.

Text Telephones (TTY/TDDs): Telecommunications Devices for the Deaf (TDD) are typewriter-like machines that permit hearing or speech-impaired persons to communicate by typing messages back and forth over telephone lines.

## PROCEDURES

1. New Commitments
  - 1.1 New commitments will be issued a Personal Identification Number (PIN) during processing.
    - 1.1.1 The PIN is required in order to utilize the inmate telephone system and must be entered before attempting to make a call.
    - 1.1.2 Personal Identification Numbers are confidential and should not be shared with other inmates. Sharing of Personal Identification Numbers will result in disciplinary action.
  - 1.2 During the commitment process, an inmate may elect to make debit phone calls or make collect calls by completing a Debit Calling Selection Form (FCJ 400.03-1). Inmates electing to make debit calls must complete a telephone list on the form. Up to ten (10) numbers may be requested.
  - 1.3 When an inmate completes the list, they acknowledge that the person or persons on the list are agreeable to receiving the inmate's telephone call and that the proposed calls are to be made for a purpose allowable under FCJ policy and guidelines.
  - 1.4 New commitments will be permitted one (1) free phone call. The inmate telephone system is setup to permit the first phone call by an inmate to be free if the call is made on an inmate telephone. Calls may be placed anywhere in the facility provided it is made on an inmate telephone. Once the receiving party accepts the call, the call is completed regardless of the length of the call.
  - 1.5 Inmates who are combative or uncooperative will not be permitted to the use the telephone until their behavior is manageable.
2. Arrestees
  - 2.1 Phones will be available for use by arrestees in order to make bail and/or notify persons of their whereabouts.
  - 2.2 Arrestees placed in the open waiting area of booking will be allowed to utilize the inmate telephones to make calls. Arrestees placed in holding cells due to their behavior and/or nature of their charges will be given access to the telephone based upon their behavior.
  - 2.3 All calls will be collect only and no free calls will be given. Arrestees will not utilize a PIN when making calls.

3. Discharges
  - 3.1 Inmates will be given the opportunity to utilize the telephone in order to secure transportation from the facility upon discharge. Inmates being discharged from the facility may utilize the phones in the open waiting area of Booking or the lobby **at no charge**.
4. General Telephone Use Rules
  - 4.1 Violation of any rules regarding the use of the telephones may result in disciplinary action. Conversations about illegal activities, either inside or outside the facility are subject to criminal prosecution.
  - 4.2 Inmates will be held responsible for any misuse of the telephone and are subject to disciplinary action and repayment for any damage done to the telephones. Telephone use is a privilege and will be restricted if inmate(s) behavior threatens the safety and security of the facility.
  - 4.3 Use of the telephone will be during approved dayroom times only. Unless noted otherwise all calls will automatically be disconnected after twenty (20) minutes.
  - 4.4 Inmates may only use the telephones on the tier on which they are housed. Inmates must stand when using the phone. Inmates may not sit or use the chairs from their cells or the dayroom when using the telephone. Exceptions may be made for the physically handicapped.
  - 4.5 A PIN is required in order to utilize the telephones. Inmates must dial their PIN before attempting to make a call. Inmates may not share their PIN, or use another inmates PIN. PIN numbers may be turned off at any time at the discretion of FCJ staff.
  - 4.6 Disputes over the use of the telephones may result in loss of privileges for the inmates involved or the whole housing unit. The telephones can be turned on and off at the discretion of the Housing Unit Officer.
  - 4.7 Inmates are permitted to make a reasonable number of outgoing calls on a daily basis, unless noted otherwise.
  - 4.8 Inmates are not permitted to congregate around the telephones nor will inmates "hold" phones, use three way calling/conference calling, share use of the phone, or make consecutive calls.
  - 4.9 Telephone use will be terminated at least five (5) minutes before any scheduled lock-in (ex. meal service, head count, medication distribution, etc.). In addition, inmates will not be allowed to use the telephones during inmate counts, meal distribution, cleaning, or lockdown.

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- 4.10 Telephone calls, for sufficient reason, may be disconnected by the Housing Unit Officer or Central Control Officer.
  - 4.11 Inmates are not permitted to use the jail's business phone unless authorized by a member of the treatment or administrative staff. In such cases, a jail staff member must be present while the inmate is using the phone.
5. Telephone Use
- 5.1 General Population
    - 5.1.1 Inmates will have access to the telephones during their approved dayroom/recreation times. The telephones will be turned on at the discretion of the Housing Unit Officer.
    - 5.1.2 Inmates in the general population who are on cell confinement will not be permitted to use the telephone.
  - 5.2 Disciplinary Segregation
    - 5.2.1 Disciplinary segregation inmates will not be permitted to make personal phone calls while on this status.
    - 5.2.2 Pre-Hearing Disciplinary Segregation inmates will be permitted fifteen (15) minutes per day of their out of cell time to make a call(s). Telephone use will be noted in the unit log book.
  - 5.3 Administrative Segregation
    - 5.3.1 Inmates are permitted to use the phone during out of cell time only. Phone use will be consistent with the general population. Any restrictions imposed will be noted on an Administrative Segregation Record (FCJ Form 300.02-1).
  - 5.4 Work Release
    - 5.4.1 Work release inmates will be required to add their employer's telephone number(s) to their telephone list or they will only be able to make collect calls to their employers.
  - 5.5 Inmates with Disabilities
    - 5.5.1 Inmates with speech or hearing disabilities, and inmates who wish to communicate with parties who have such disabilities, are afforded access to a Telecommunications Device for the Deaf (TDD).
    - 5.5.2 Inmates utilizing a TDD will be able to use the phone for up to thirty (30) minutes at a time.

6. Telephone Access to Criminal Justice Agencies
  - 6.1 Telephone calls to the public defender's office, for legal purposes, will be free to inmates. Inmates may not be able to speak directly with a public defender or anyone from the public defenders office but will always be able to leave a message requesting to speak with a public defender.
7. Phone Lists
  - 7.1 Inmates will be provided with a Debit Calling Selection Form (FCJ Form 400.03-1) during processing. The phone list must be filled out completely in order for the inmate to use the inmate phone system.
  - 7.2 Request for changes, additions, and deletions will be allowed once every thirty (30) days and shall be submitted on an Inmate Request Slip (FCJ Form 300.19-1).
  - 7.3 Work release inmates can request that two (2) additional work number(s) be placed on their telephone list. The additional numbers will not count against their total allowable amount of ten (10).
8. Monitoring of Phone Calls
  - 8.1 All telephone calls, except those involving attorney-client privileges (upon request from the defense attorney or the public defender's office), are subject to being recorded and monitored.
9. Incoming Calls for Inmates
  - 9.1 Phone calls or any type of messages will not routinely be passed along to inmates. Calls or messages from attorneys will not be accepted. All messages should be addressed through visitation or the mail.
  - 9.2 Emergency calls will be directed to a member of the treatment staff or a shift supervisor for verification. In the absence of a treatment staff member, the shift supervisor shall verify the call. The staff member screening the call will obtain all pertinent information and, after checking for authenticity, forward information to the inmate in question. Return calls will be made on the inmate telephone system whenever possible (FCJ SOP 400.09 Crisis Contacts).
  - 9.3 Any calls regarding billing questions, phone issues, etc. shall be addressed to the phone service provider. Civilians contacting the jail concerning a phone block will be given the number to the inmate telephone service provider or will be informed that they can appear in person at the jail with proper identification (i.e. drivers license or state ID) and a copy of their phone bill in order to have the block removed. A shift supervisor or other senior staff member will be responsible for removing the block.

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10. Emergency Phone Calls

10.1 Inmates may request emergency telephone calls by submitting an Inmate Request Slip or by notifying the Housing Unit Officer or Correctional Treatment Specialist verbally.

10.2 Emergency requests made to an officer will be passed on to the shift supervisor for verification.

10.3 If an emergency call is granted, when possible the call will be made using the inmate telephone system. If an emergency call is authorized and is being made on a non-inmate telephone the following procedure shall be followed:

- Dial the number for the inmate
- Inform the recipient of the nature and purpose of the call
- Determine if the individual is willing to speak to the inmate
- Allow the inmate to complete the call if the recipient wishes to speak to the inmate

11. Telephone Problems

11.1 Difficulties in contacting outside parties should be addressed through the use of an Inmate Request Slip. Complaints should include a detailed explanation of the problem and the phone number of the party who could not be contacted.

11.2 Housing Unit Officers should inspect phones on a daily basis. Any damage to the telephones or any telephones not working properly should be noted in the Maintenance Log (FCJ Form 100.28-1) and a maintenance work order will be submitted. Telephones out of service should be marked appropriately.

**ATTACHMENTS**

FCJ Form 400.03-1 – Debit Calling Selection Form