



FRANKLIN COUNTY JAIL

Chambersburg, PA

Standard Operating Procedure

Chapter:	400	Activities and Support Services	Number:	400.03	Pages:	6
Title:	03	Telephone Access	Date Signed:	8/18/2015		
Approved By:	<i>William Bechtold</i> William Bechtold, Warden		Revised Date:	4/23/2018		

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-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. Telephone Use
 - 1.1 General Population
 - 1.1.1 Inmates will have access to the telephones during their approved dayroom/recreation times ordinarily from 0830 - 2100. The phones will be turned on after the morning inspection.
 - 1.1.2 Inmates in the general population who are on cell confinement will not be permitted to use the telephone.
 - 1.1.2 Inmates may make collect or debit telephone calls. The cost shall be established by contract with an approved vendor utilizing procurement laws.
2. Monitoring of Phone Calls
 - 2.1 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.
 - 2.2 Ordinarily copies of inmate telephone conversations will not be released without proper court documentation.
 - 2.3 Prior to placing a call, inmates and the call recipient are notified by recording that all calls are subject to monitoring.
 - 2.4 Monitoring of phone calls may be authorized to outside law enforcement agencies per the approval of the Warden or designee.
3. Phone Restrictions or Suspensions
 - 3.1 Use of the telephone system is considered a privilege and those privileges may be suspended or terminated at the discretion of the Warden or designee.
 - 3.2 Inmates may be subject to phone restrictions as a result of disciplinary actions or abuse of the telephone system.
 - 3.3 The Deputy Warden or Captain may approve individual phone numbers be blocked at the request of called party.
 - 3.4 Recipients may block the inmate or the facility during the prerecorded message.

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4. New Commitments
 - 4.1 New commitments will receive information regarding telephone communications via the Inmate Handbook. The public will have access to this information on the FCJ portion of the Franklin County's website.
 - 4.2 New commitments will be issued a Personal Identification Number (PIN) during processing.
 - 4.2.1 The PIN is required in order to utilize the inmate telephone system and must be entered before attempting to make a call.
 - 4.2.2 Personal Identification Numbers are confidential and should not be shared with other inmates. Sharing of Personal Identification Numbers will result in disciplinary action.
 - 4.2.3 Inmates must take reasonable precautions to protect their PIN.
 - 4.2.4 The Franklin County Jail is not responsible for funds lost due to stolen or sharing of PIN's.
 - 4.3 An inmate will be allowed to have twenty numbers on their phone list. The first twenty completed calls will make up their list.
 - 4.4 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.
 - 4.5 New commitments will be able to utilize the inmate telephones in the booking area at no cost. New commitments may request a free long distance phone call for notification purposes.
 - 4.6 Inmates who are combative or uncooperative will not be permitted to use the telephone until their behavior is manageable.
5. Arrestees
 - 5.1 Phones will be available for use by arrestees in order to make bail and/or notify persons of their whereabouts.
 - 5.2 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.
6. Discharges
 - 6.1 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 lobby telephone **at no charge**.

7. General Telephone Use Rules

- 7.1 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.
- 7.2 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.
- 7.3 Use of the telephone will be during approved dayroom times only. Unless noted otherwise all calls will automatically be disconnected after twenty (20) minutes.
- 7.4 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.
- 7.5 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.
- 7.6 Disputes over the use of the telephones may result in loss of privileges for the inmates involved or the whole housing unit.
- 7.7 Inmates are permitted to make a reasonable number of outgoing calls on a daily basis, unless noted otherwise.
- 7.8 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.
- 7.9 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.
- 7.10 Telephone calls, for sufficient reason, may be disconnected by the Housing Unit Officer or Central Control Officer.
- 7.11 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.

8. Disciplinary Segregation

- 8.1 Disciplinary segregation inmates will not be permitted to make personal phone calls while on this status.

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- 8.2 Pre-Hearing Disciplinary Segregation inmates will be permitted ten (10) minutes per day to make a call(s). Telephone use will be noted in the unit log book.
9. Administrative Segregation
 - 9.1 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).
10. Work Release
 - 10.1 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.
11. Inmates with Disabilities
 - 11.1 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).
 - 11.2 Inmates utilizing a TDD will be able to use the phone for up to thirty (30) minutes at a time.
12. Telephone Access to Criminal Justice Agencies
 - 12.1 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.
13. Phone Lists
 - 13.1 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).
 - 13.2 An inmate on Work Release / Pre-Release must have their employer's telephone number on their list.
14. Incoming Calls for Inmates
 - 14.1 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.
 - 14.2 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

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information to the inmate in question. Return calls will be made on the inmate telephone system whenever possible (FCJ SOP 400.09 Crisis Contacts).

- 14.3 Any calls regarding billing questions, phone issues, etc. shall be directed to the phone service provider.
Civilians contacting the jail concerning a phone block shall be directed to the Captain or Deputy Warden.
15. Emergency Phone Calls
 - 15.1 Inmates may request emergency telephone calls by submitting an Inmate Request Slip or by notifying the Housing Unit Officer or Correctional Treatment Specialist verbally.
 - 15.2 Emergency requests made to an officer will be passed on to either the shift supervisor and/or Correctional Treatment Staff during business hours for verification. An Incident Report must be submitted.
The shift supervisor/CTS must verify the number and time the call was made. The call will be made using the inmate telephone system.
16. Telephone Problems
 - 16.1 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.
 - 16.2 Housing Unit Officers should inspect phones on a daily basis. Any damage to the telephones or any telephones not working properly should be noted on an Incident Report. The shift supervisor will submit maintenance request. Telephones out of service should be marked appropriately.

ATTACHMENTS

NONE