5-13/020.00 Telephone Calls

Each unit commander shall develop and implement unit orders that allow inmates reasonable telephone usage, beyond those calls which are required by California Penal Code, section 851.5, “Telephone Call Right of Arrested Person,” and pursuant to Minimum Standards for Adult Local Detention Facilities, title 15, section 1067, “Access to Telephone.” This unit order shall ensure inmates are given access to the telephones, which does not conflict with any other activities (e.g., showers, commissary, etc.), at least once per 24 hours.

Inmates with sensory impairments shall have access to auxiliary services as a reasonable accommodation under the Americans with Disabilities Act (ADA). Inmates who are deaf or hard of hearing and require the use of auxiliary devices such as teletypewriters (TTY), Telecommunications Device for the Deaf (TDD), or additional auxiliary aids, shall have access to them during inmate programming. Access to auxiliary devices shall not be restricted or delayed during programming.

The access to telephones shall be given for, but not be limited to, the following requests:

- Bail bondsmen, for initial contact or change in bail status
- Attorney, for initial contact or change in status of case
- In an emergency situation where a letter would not reach the party in time
- When an inmate has a hold placed against him
- When a new charge is added to an inmate’s jacket
- An emergency or death in an inmate’s family
- General calls to friends or relatives

Any restriction on phone use shall require the approval from a supervisor at the permanent rank of supervising line deputy or above. Any restriction on phone use, excluding court orders, that goes beyond the first 24 hours shall require the written approval of the unit commander.

Personnel should be aware of inmate telephone use to ensure inmates do not misuse or exert control over the phones.