

5-13-010 Inmate Telephone Procedures

PURPOSE OF ORDER:

To establish procedures for the daily access/use of telephones by inmates at Twin Towers Correctional Facility (TTCF).

SCOPE OF ORDER:

This order shall apply to all personnel assigned to and/or working in any capacity at TTCF.

ORDER:

This unit order shall ensure inmates are given access to the telephones, which does not conflict with any other activities (e.g., showers, commissary, pill call, etc.), at least once a day.

Inmates shall be permitted access to the telephones on a daily basis. A daily log entry shall be made in the Electronic Uniform Daily Activity Log (e-UDAL) documenting the time of day the inmates were allowed access to the telephones. Telephone use is to be made available to the inmates during regular dayroom use hours (0800 - 2000 hours). If telephone use is cancelled due to a facility emergency, or with a sergeant's approval, an e-UDAL entry shall be made explaining the cancellation. Information from any unusual events such as theft, vandalism or a malfunctioning machine shall also be logged in the e-UDAL.

Each housing area has telephones available for inmate use. The inmates can place calls using a phone card purchased through commissary, or by placing a collect call. Each call shall be limited to a reasonable amount of time to allow other inmates access to the telephones. Module personnel shall ensure that all inmates have reasonable access to a telephone.

Inmate telephones are located in the following areas in each module:

- Four in each pod dayroom (floor level)
- Four in each indoor recreation area
- Four in each outside recreation area

Any restriction on telephone use shall require the approval from a supervisor at the rank of sergeant or above. Any restriction on telephone use, excluding court orders that go 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 telephones. Each shift and prior to inmate use, custody personnel shall check and document in the e-UDAL that all inmate telephones are in working order and have not been vandalized. In the event of vandalism or damage, supervisors shall be notified, investigations conducted, and appropriate report(s) completed. If a telephone is not working, custody personnel shall generate a proper work order, and document it in the e-UDAL.

Telecommunication Device for the Deaf (TTY)

“TTY” telephones are located in Tower I, Module T-121, and Tower II, Module T-232.
