

## 5-12/003.00 Inmate Telephone Procedures

### PURPOSE OF ORDER

The purpose of this order is to establish written procedures for inmate telephone use while processing through the Inmate Reception Center (IRC).

### SCOPE OF ORDER:

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

### ORDER:

IRC personnel shall ensure that all inmates have reasonable access to telephones beyond those required by California Penal Code *section 851.5*, "Telephone Call Right of Arrested Person," and California Code of Regulations (CCR), Title 15, section 1067, "Access to Telephone." Custody personnel shall provide inmates access to telephones, which does not conflict with any other activities for at least once per twenty-four (24) hours.

When the use of telephones is cancelled due to a facility emergency or with a sergeant's approval, an entry into the electronic Uniform Daily Activity Log (e-UDAL) shall be made explaining the reason for the cancellation. Any telephone restriction shall require the approval from a supervisor at the rank of sergeant or above. Any telephone restriction, excluding court orders, which extends beyond the first twenty-four (24) hours shall require the written approval from the unit commander.

Personnel should remain cognizant of inmate telephone use to ensure inmates do not misuse or exert control over the telephones.

In the event telephones are vandalized or damaged, a supervisor shall be notified, an investigation conducted, and the appropriate report(s) completed. If a telephone is not working, custody personnel shall generate a work order and document the maintenance request in the e-UDAL.

For further information regarding inmate telephone calls, refer to Custody Division Manual (CDM) section 5-13/020.00, "Telephone Calls."

### Telephone Locations

Telephones are available in the following locations:

- Booking front cells (A, B, and C)
- Classification rear cells (1, 2, and 3)
- Clinic cells
- Clinic extension area (module 231 – Pods A, B, C, D, E, F)
- Release cells

### Telecommunication Device for Inmates with Hearing Disabilities

Communication devices to assist inmates with hearing disabilities are located at the following locations:

- IRC clinic
- Module 232

Additional information regarding the devices is available through the Access to Care Bureau (ACB).

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