

Section 8: Communications

Subject: Inmate Telephone Services

Minimum Standard: 5120:1-8-06(G)

Revised: 05/1999, 03/2009, 12/2011, 09/2015

Authorized: _____ Effective date: _____
Sheriff Paul A. Sigsworth

POLICY

Inmates shall have access to inmate telephone services in the Erie County Jail for the purposes of communicating with individuals outside the jail (friends, family, and/or attorneys)

PROCEDURE

- A. Telephones in inmate housing areas are available for inmate use between the hours of 0700 and 1900 daily.
- B. All phone calls shall be outgoing, collect phone calls only.
 - 1. Inmates may purchase pre-paid phone time through the jail commissary system.
- C. Officers should be vigilant for inmate misuse of the telephones:
 - 1. Excessive usage that hinders other inmates from telephone access.
 - 2. Causing physical damage to telephone equipment.
 - 3. The placing of harassing, threatening or otherwise illegal phone calls.
- D. Misuse of the telephone can result in:
 - 1. Criminal charges for placing phone calls which may be illegal.
 - 2. Restrictions on access to the telephone.
- E. Inmates on restriction for disciplinary reasons shall be granted daily access to a telephone for one hour.
 - 1. Any telephone restrictions shall be documented in the form of a jail incident report.
 - 2. Any telephone restrictions must be approved by the shift supervisor or jail administration.
- F. An inmate may request to use a regular departmental office phone.
 - 1. The shift supervisor may approve such a request on an "as needed" basis.
 - 2. In the event a phone call of this type is approved, the officer assisting the inmate shall dial the telephone number. The inmate is not allowed to dial out.
 - 3. After this type of call is either made or attempted, the assisting officer shall create a PHON (Phone) Event in the Jail Log of the Jail Record Management System. This record should include:
 - c. Date and time of call.
 - d. Name of inmate allowed to make the call.
 - e. Name and number of person being called.
 - f. Officer allowing the call.
 - g. Reason for the call.
- G. *Hearing Impaired Inmates- A TTD (Tele-Type for the Deaf) unit is available. This unit is stored in the processing room.*
 - 1. *All requests for use of the TTD unit by a deaf inmate will be immediately forwarded to the shift supervisor or jail administrator.*
 - 2. *The supervisor will allow use of the TTD at the earliest possible time.*
 - 3. *An escorting officer will remain with the inmate as he/she uses the TTD in processing.*