



MONTANA CORRECTIONAL ENTERPRISES OPERATIONAL PROCEDURE

Policy No.: MCE 5.4.3.100	Subject: INMATE WORKPLACE TELEPHONE PRIVILEGES
Chapter 5: OFFENDER PROGRAMS	Page 1 of 4 plus 1 attachment
Section 2: Mail, Telephone and Visiting	Revision Date:
Signature <i>Gayle Lambert, MCE Administrator</i>	Effective Date: 4/1/2016

I. **PURPOSE:**

Montana Correctional Enterprises (MCE) will provide selected inmates access to telephones for business purposes.

II. **AUTHORITY:**

53-1-203 MCA Powers and Duties of the Department of Corrections
DOC 5.1.1 Offender Employment
DOC 5.2.1 Correctional Enterprises

III. **DEFINITIONS:**

None.

IV. **PROCEDURES:**

A. **Clerks**

Designated inmate clerks, as part of their training or job duties, may be permitted to answer phones and/or place calls on MCE's behalf to customers, vendors, MCE staff members, etc. within the course of their workday.

Inmate must have authorization to have telephone privileges prior to telephone use.

1. A supervisor in need of authorization for an inmate to have phone privileges shall notify the Business Specialist or designee. The following information is needed for the request:
 - a. the inmate's name and AO#,
 - b. work location, and
 - c. whether his privileges are to answer/place calls or answer only.
2. The Business Specialist or designee shall approve or deny the inmate telephone privileges prior to any inmate telephone use. Approval shall be in the form of an Authorized Inmate Telephone List that must be distributed to Montana State Prison

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(MSP) Main Control, Command Post, Switchboard, and related MCE work locations.

3. Upon written notification of approval and completion of telephone training, the inmate may have phone privileges for business use.
4. It is the supervisor's responsibility to properly train the inmate and enforce the contents of this policy. The policy statement must be signed by the inmate indicating he has read and understands the policy.
5. The supervisor shall inform the inmate of proper phone procedures which include:
 - a. When making phone calls through the MSP switchboard, the inmate must identify themselves (i.e. inmate Jones in Furniture)
 - b. When receiving phone calls in the work areas, the inmate must identify the work area and themselves (i.e. MCE Furniture, Inmate Jones, how may I help you?)
 - c. The two inmates that answer the MCE main line must answer with the following message: "Thank you for calling Montana Correctional Enterprises. How may I direct your call?" They are not required to identify themselves as inmates, unless asked by the caller.
 - d. When contacting vendors, inmates will state their first and last name (i.e., this is John Doe from Correctional Enterprises). If the vendor asks, the inmate will identify themselves as an inmate clerk. If the vendor wants a contact for a package that is to be mailed, the inmate must give the supervisor's name. Packages are not to be sent to MCE in care of an inmate.
 - e. Transferring phone calls properly. The inmate must inform the caller of the staff member their call is being transferred to and the extension number. They must not pass phone calls to other inmates unless it is the receiving inmate's function to take orders for MCE product, give customer service, etc.
 - f. Inmates are not permitted to access voice mail on the State of Montana voice mail system.
 - g. Inmates must not attempt to handle a call that is outside of the scope of their knowledge or ability. They must transfer the call to the appropriate department or staff person.
 - h. Courtesy is of utmost importance. The caller should never be put on hold for an extended period of time (more than sixty seconds).
6. Inmates with phone authorization will not screen phone calls for supervisors. If a supervisor is unavailable to come to the phone the inmate will take a name and

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phone number of the person calling for the supervisor to return the call at a later time. **Inmates will not ask the caller who is on the phone prior to routing a call to a supervisor.**

7. The inmate must take proper written messages for staff when they are unavailable. This includes ensuring that all pertinent information is contained in the message.
8. The inmate must properly log all outgoing faxes and phone calls. Original copies of phone and fax logs must be submitted to the MCE Accounting Office at the end of each month, where they shall be compared against actual phone usage documents.
9. An inmate must not, under any circumstances, receive or place a personal phone call or fax transmission. To do so is cause for immediate termination and severe disciplinary write-up.
10. The supervisor must revoke the phone privileges of any inmate not displaying appropriate telephone manners or skills.

VI. CLOSING:

Questions concerning this policy shall be directed to the MCE Administrator or designee.