



## POLICY DIRECTIVE

Policy:	<b>DOC 3.3.7 INMATE ACCESS TO AUDIO AND VIDEO CALLING</b>
Effective Date:	04/01/1998 <span style="float: right;">Page 1 of 3</span>
Revision Date(s):	10/18/2023; 04/24/2026
Signature/Title:	/s/ Eric Strauss, Director

### I. POLICY

Secure facilities allow inmates access to public telephones, as well as audio and video calls utilizing inmate-issued computer tablets. This access maintains essential communication between inmates and their community and legal contacts.

### II. APPLICABILITY

Secure facilities Department-owned and contracted, as specified in contract.

### III. DEFINITIONS (see Glossary)

### IV. REQUIREMENTS

#### A. General Provisions

1. The Department will use a monitoring and recording system on telephones and inmate issued tablets to:
  - a. enhance facility security;
  - b. increase inmate and public safety; and
  - c. reduce the occurrence of:
    - 1) criminal activities; and
    - 2) activities that could be a threat to the orderly operation of a correctional facility.
2. The use of telephones and tablet audio/video calls by inmates is a privilege, not a right.
3. The Department will ensure inmates have access to reasonably priced communications services and that contracts involving inmate communication services:
  - a. comply with applicable state and federal regulations;
  - b. are based on rates and surcharges that are commensurate with those charged to the general public for similar services, and any deviation from ordinary consumer rates will reflect costs associated with the provisions of services in a correctional setting; and
  - c. provide the broadest range of calling options determined by the Department Director to be consistent with the requirements of correctional management.

#### B. Inmate-Initiated Personal Calls

1. Inmates will have personal access to designated inmate telephones located in accessible areas with collect call or pre-paid options (where available) and access to their issued tablet to make pre-paid audio or video calls.
2. Facility staff will:
  - a. advise inmates that their calls may be monitored and recorded;
  - b. establish hours of availability and limitations for inmate personal calls;
  - c. ensure inmates do not engage in tablet audio/video calling and messaging during official and stand-up counts; inmates who do not immediately cease tablet activity during these times will face disciplinary action;

- d. allow only calls from a facility approved list where applicable;
  - e. follow requirements to verify and handle incoming emergency calls to inmates (for example, serious family illness or death);
  - f. provide inmates in restrictive housing and secure housing units telephone privileges consistent with their classifications; and
  - g. prohibit unsupervised inmate access to staff telephones.
3. The facility administrator will enforce the prohibition of three-way or third-party phone calls and audio/video calling as well as the ban on use of the telephone system to initiate or conduct criminal activity.
  4. Facility administrators may:
    - a. program telephones or restrict inmate personal calls to reasonable time limits; and
    - b. prohibit or restrict inmates in detention and pre-hearing confinement status from making personal calls.
  5. Inmates with hearing and/or speech disabilities, and inmates who wish to communicate with parties who have such disabilities, will be given access to a Telecommunications Device for the Deaf (TDD) or comparable equipment.
    - a. Public telephones with volume control will also be available to inmates with hearing impairment.
  6. Violations of this policy may result in the loss or suspension of calling privileges in accordance with facility disciplinary or classification requirements.

### **C. Attorney Calls and Calls to Consular Officers**

1. Inmates' constitutional rights will be protected by providing for unmonitored attorney and consular calls.
  - a. The facility will not intercept, record, or monitor inmate calls to attorneys or to consular officers.
2. An inmate will use a telephone or their issued tablet to call the inmate's attorneys.
  - a. The call will not be recorded if the inmate uses the telephone number provided to the designated facility office or unit to prevent the inmate from making fraudulent calls.
  - b. If an inmate calls another telephone number, the call may be recorded.
3. Inmates who are foreign nationals will have access to a diplomatic representative from their country of citizenship.
  - a. Staff supervising calls to consular officers will:
    - 1) verify the contact information;
    - 2) place the call on a designated telephone; and
    - 3) determine whether the call is paid by the inmate or consular officer.

### **D. Inmate Telephone Use in Work Assignments**

1. The facility administrator must review and approve each inmate who may, as part of the inmate's assigned work program, have access to telephones.
2. Staff will monitor the telephone use of inmates who have access to telephones, including:
  - a. inmate workers with a conviction or history of fraud or other predatory behavior, where the inmate has demonstrated a process of grooming the victim through stalking or otherwise laying the groundwork for a criminal act; and
  - b. inmates with access to the names, addresses, or phone numbers of private individuals while performing their duties in an inmate work program.
3. Youth correctional facilities will ensure youth are not allowed to use telephones they may have access to at work assignments.

**E. Telephone and Tablet Monitoring**

1. Administrators will designate and authorize the staff members who may intercept, record, and divulge any telephone calls from an inmate using the inmate telephone system or tablets.
2. The contents of intercepted and recorded audio and video conversations will be divulged only as necessary to:
  - a. safeguard the orderly operation of the facility;
  - b. in response to a court order; or
  - c. in the prosecution or investigation of a crime.
3. Inmates will not have access to monitored or recorded calls.

**F. Blocks on Calls from Inmates**

1. Victims of inmates and recipients of unsolicited, unwanted inmate calls may request a facility block on calls from inmates in Department custody.

**V. CLOSING**

Questions about this policy should be directed to the Public Safety Chief.