

# INMATE TELEPHONES

STANDARD NO(S):

NYSSA #

DATE:

June 1, 2007

REVISED: 04/22/2011

REFER TO:

Roger O. Ward

## I. POLICY:

It is the policy of the Seneca County Correctional Facility to ensure contact between inmates and the community while incarcerated, by making telephones available for inmate use.

## II. DETAILS:

### **A. Admission -**

1. Upon initial admission to the Seneca County Correctional Facility, inmates will, at the discretion of the Booking Officer, be afforded the opportunity to make calls to family members, employers or other persons. Long distance calls will be on a collect call basis only.

### **B. Housing Unit –**

1. Telephones will be activated for use at 0800 hours and will be deactivated at 2200 hours.
2. Housing Unit Officers, at their discretion will not activate the phones until all cleaning conditions have been met.
3. All calls made will be collect calls only.
4. Housing Unit Officers will ensure all inmates within their assigned area have access to the telephones by intervening, when necessary, if one or more inmates are monopolizing the telephone.

### **C. Administrative Segregation –**

1. Inmates in administrative segregation will be allowed to make telephone calls from their assigned housing unit.
2. The Housing Unit Officers will have the discretion to disallow such phone calls if, it is in the interest of preserving the safety, security, and good order of the facility and to limit when such calls will be made.

**D. Emergency Telephone Use –**

1. It will be at the discretion of the Shift Supervisor to allow inmates to use the telephone in the booking area to place emergency calls when such calls are not accessible from the housing unit telephones. The Shift Supervisor will verify the emergency prior to approval and will allow them only at times not disruptive to facility routine.

**E. Legal Calls –**

1. Inmates will be able to contact their attorney by using the housing unit phones on a collect call basis and only during the times when the phones are active. Legal calls to the public defender are free of charge on Monday, Wednesday, and Friday between 1 pm – 3 pm and at other scheduled times.

**F. Administration of the inmate Phone System –**

1. The inmate phone system is provided in conjunction with the New York State Sheriff's Association and AT&T. All inmate telephones are controlled via computer software provided by Evercom Communications.
2. A Shift Supervisor trained in the Evercom software system will, upon request of a family or approval of the Chief Administrative Officer, block a telephone number from being dialed from the system. The following procedure should be completed to block a number:
  - a. Log on to the Evercom workstation
  - b. Conduct a search for the number in question including the area code
  - c. Select the edit icon and check the appropriate block to block the number
3. In the comment section of the edit screen, enter the following information:
  - a. The person requesting the number blocked
  - b. Your name and shield number
  - c. Date and time
4. If the system is not functioning or there is difficulty in the operation, you may call the number listed on the front of the workstation to complete this procedure.