



**Ashland County Sheriff's Office, Corrections Division
Standard Operating Procedures**

Subject: Inmate Phones	Policy Number: 236	
Related Directives:	<input checked="" type="checkbox"/> New <input type="checkbox"/> Amendment	<input checked="" type="checkbox"/> Permanent: Issued 2019
Admin Captain: Captain David Blake	<i>Capt D Blake</i>	Review Date: <i>3-25-19</i>
Sheriff: E. Wayne Risner	<i>E. Wayne Risner</i>	Review Date: <i>3-25-19</i>

POLICY

The Jail provides privileged, monitored, and limited telephone access to eligible inmates under humane conditions while maintaining the security and integrity of the facility.

PENOLOGICAL INTEREST

It is in the penological interest of the Jail to provide monitored, limited telephone usage to inmates, in a manner that is consistent with reasonable and necessary security and safety standards, operational controls, and supervision of inmates.

PROCEDURE

Officers and staff are reminded that there is *no expectation of privacy* for telephone communications coming into or leaving the jail facility by telephone or other communications means controlled or operated by the Jail. As such, telephone, computer, faxes, and other forms of communications may be monitored.

I. 236.01 Telephones

A. Creating an account

All accounts must be in the person's name creating the account and over the age of 18. Creating false accounts may result in cancellation of any video visits or phone calls. The inmate and or visitor may have their visiting privileges suspended.

A **prepaid account** allows anyone to purchase prepaid phone services to receive phone calls from an inmate. You will designate one specific number to receive calls from the inmate. That number can be a cellphone number, so you can always be reached. This type of account is refundable.

A **debit telephone account** allows anyone to fund your telephone account. This allows you to call any number that is not blocked by the facility.

A **collect call** can only go a traditional wire-line telephone number.

You have 3 ways to set up a free account:

1. www.ICsolutions.com
2. 1-888-506-8407
3. ICsolutions
Attn: Customer Service

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2200 Danbury St.
San Antonio, TX 78217

(Mailing address is only for cashier checks or money orders. You also must include your name, address, telephone number, facility name, inmates name and inmates Jail ID #)

- B.** Inmates of the Ashland County Jail will be permitted to use the inmate phone system during open phone times for an unlimited volume of calls. Any restrictions on phone use include, but not limited to:
1. Inmates under disciplinary action, except calls to attorney or clergy.
 2. During maintenance repairs.
 3. During any disturbance in the housing area.
 4. When an inmate is being transferred to another facility.
 5. During scheduled lockdown periods: 14:30 hours through 15:15 hours and 22:30 hours through 09:00 hours.
 6. Anytime an officer orders inmates to lockdown for any reason.

C. Telephones are located in the following areas:

1. Two phones will be located at the Booking counter. One phone uses the inmate pin number and the other uses no inmate pin.
2. One or two phones are located in each day room of the Flex Cell areas, Flex Dorm areas, Inmate Worker Housing area, Minimum Security Housing area, Special Needs Housing area, Maximum Security Housing area, Medium Security Housing area and Disciplinary Housing area.

<u>Flex</u>	<u>Housing 2</u>	<u>Housing 1</u>
FC11	IW	SN
FC21	MDA	MAX
FD11	MDB	MCA, 2
FD21	MDC, 2	MCB, 2
Med 11		Discipline

3. Staff needing to have access to the inmate phone system may go to the Booking area a retrieve the manual. Inside the manual is the user name and password to access the system. Inmate calls can be monitored on most computers.

D. Phone regulations

The Ashland County Jail uses ICSolutions for our inmate phone system. ICSolutions phone calls will be a fee per minute with a max of 15 minutes per phone call. Inmates can make calls from 7:30 a.m. to 10:30 p.m. All inmate calls will display 419-685-9191.

- When an inmate calls out for the first time, the first minute will be free and if you don't have an account it will explain over the phone how to set up an ICSolutions account at no cost.
- All inmates and visitors must follow any court orders.

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- Chain dialing, 3-way calling, call forwarding, and/or dialing extra digits is not permitted.
- Inmates will not be permitted to place toll-free calls (i.e. 800, 877, etc.) or additional charge calls (i.e. 900).
- Inmate telephone calls may be voice-monitored or recorded to ensure that the telephone privilege is not being abused in a manner that is a violation of law or detrimental to the security of the institution, employees or other inmates.
- Telephone calls shall be permitted for all general population and administrative segregation inmates.
- Inmates may be allowed emergency telephone calls subject to the limitations.
- Telephone privileges may be summarily removed for cause if a rule violation is noted during the call. Violations such as abusive language, excessive time on the phone, three-way and forwarded calls shall be considered cause for immediate removal of privileges.
- Generally, inmates in disciplinary control status may place emergency or legal calls only when approved by the jail administrator.
- Telephone calls may be voice-monitored or recorded by staff on a random or regular basis or for cause. Any violations shall subject the inmate to disciplinary action. All emergency telephone calls may be voice-monitored.
- Telephone calls with an attorney shall not be voice-monitored but shall be visually-monitored.

E. Phone Calls Placed for Inmates

1. Under normal circumstances, phone calls will not be placed for inmates by officers. Special exceptions may be made by the shift supervisor.

II. Voicemail:

Family and friends can send an inmate a 30 second voicemail for a fee. To leave a voicemail, they can call 419-685-9191. That is also the number that will show up on caller ID when the family or friends receive a call. They will need to know the inmates ID # and know the pin they use for their Prepaid Account.

III. Attorney and Public Defenders calls:

- Inmates shall have access to legal counsel of record including telephone contact, written communication and confidential visits. Attorney visitation see policy 209.3
- Attorneys and public defenders must follow the procedures in 236.01A for setting up phone calls.
- Attorneys and public defenders may request to the Jail Administrator to add his or her phone number to the approved attorney's calls by submitting on letterhead to the jail administrator their request to have their calls non-recorded. Within the letter they must include the phone number that they want approved for non-recording.
- If an attorney or public defender establishes an ICS account, they must notify the Jail Administrator that an account has been established and complete the procedure above.

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- If the attorney does not want to accept collect calls and only wants to receive debit calls from inmates, they must still submit to the Jail Administrator a request on letterhead to add their phone number to the non-recorded list.
- On rare cases the attorney or public defender can call the jail and request for staff to notify an inmate to call their number. On special occasions after a request from their attorney or public defender, inmates can be placed on a recorded phone to place a call to their attorney.