

City of St. Louis Department of Public Safety / Division of Corrections
POLICY & PROCEDURES

CHAPTER:	5	Inmate Programs	5.7.2
SECTION:	7	Mail, Telephone, Visiting	EFFECTIVE DATE: 7 / 10 / 2020
SUBJECT:	2	INMATE TELEPHONE USE	
STANDARDS: ACA – 4 – ALDF: 5B-11, 5B-12			
APPROVED: _____			REVIEW DATE: 7 / 10 / 20
			REVISION DATE: 7 / 13 / 20
Dale Glass COMMISSIONER OF CORRECTIONS			
Rescind: 5.7.2 dated 10/23/07			
Cancel:			

I. POLICY

It is the policy of the St. Louis City Division of Corrections to grant inmates the privilege of legitimate telephone communications with individuals in the community, while at the same time protecting the public from harm, including but not limited to, criminal activity, harassment, threats, and intimidation through use of the inmate telephone system.

II. RESPONSIBILITIES

All Division of Corrections staff members and contractors having direct contact with the inmate population are responsible for adhering to the following procedures.

III. DEFINITIONS

Administrative Receptionist: Front Lobby Officer, Master Control Officer, Lobby Receptionist

Call Block: Restriction placed on a specific number or series of numbers which prohibits any inmate or inmates from calling those phone numbers.

Collect call phones: Inmate pay telephone system located in general housing units and special management units to provide inmates access to communicate with the public.

Collect Call: Calls made by an inmate to a telephone number where the cost of the call is paid by the called party through a billing arrangement with the telephone provider.

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Inmate Master Number: An assigned number used by an inmate to access the inmate telephone system.

Inmate Phone Management System: A computer system located in the Computer Room on the Lower Level at the Justice Center which has the programming capability to monitor and record inmate telephone calls made on collect call phones at the Justice Center and Medium Security Institution.

Inmate Telephone System: The pay phone system which monitors, records, and controls the use of telephones utilized by inmates incarcerated at both: St. Louis Justice Center (CJC) and Medium Security Institute (MSI).

Non-Collect Telephone Call: Telephone calls which allows inmates to make free calls to the community for legal, professional and emergency matters. Non-collect telephone calls must be approved and supervised by a correctional staff member.

Phone System Administrator: A correctional staff member authorized to monitor & record inmate telephone calls.

Telecommunication Device for the Deaf (TDD) Phone Calls: Telephone equipment for persons with hearing and/or speech disabilities.

Three Way Calling: The party called adds a third party with a different number to an existing conversation.

IV. PROCEDURES

A. General Information

1. Telephone calls made on the collect call phones are programmed to limit calls to 20 minutes per call. If other inmates are not waiting, the inmate may make additional calls and continue to use the telephone, unless ordered not to continue use by a Correctional staff member.
2. Inmates with hearing and/or speech disabilities and inmates who wish to communicate with parties who have such disabilities are afforded access to the TDD equipment.
3. The inmate telephones may be used to place collect calls to a telephone number in the United States. Telephone calls outside of the United States are not permitted.
5. Inmate foreign nationals will be permitted to place non-collect telephone calls to make contact with the diplomatic representative of their country of citizenship.

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- Inmates wishing to make such calls will do so by submitting the Inmate Request Form to their caseworker. (See policy # 3.3.2).
6. Inmates are required to use their own inmate master number and 4 digit pin number to access the inmate telephone system. These inmate master and pin numbers are provided during the inmate classification process.
 7. Inmates are responsible for maintaining security of their inmate master and 4 digit pin numbers.
 8. Telephone privileges for inmates in Administrative Segregation, Disciplinary Segregation, and any other specialized housing unit will be governed by Division policy.
 9. Inmate base calling rates are set by the vendor with additional charges added for long distance calls. The set fee is charged for accepted calls starting from the time the call is accepted until the party disconnects.
 10. Public Defender calls are free of charge.
 11. No inmate may place a telephone call to the residence of a victim of the crime(s) for which the inmate has been convicted or is presently under indictment. This policy applies to immediate family members who maintain the same residence as the victim unless prior written authorization has been received by the Division.
 12. No inmate may call the phone number of any person listed on an Ex-Porte (order of Protection) that prohibits telephone communication.
 13. Inmates are prohibited from making telephone calls for the purpose of harassing or intimidating any person.
 14. Inmates are prohibited from making telephone calls for the purpose of conspiring to violate Federal, State, or local law ordinances, and are prohibited from using facility telephones to conduct a continuing criminal enterprise.
 15. Inmates are prohibited from loaning, borrowing, or stealing another inmate's Inmate Master Number to place calls. Doing so shall result in disciplinary action.
 16. Inmates are prohibited from making telephone calls to members of the public who requests in writing to have their telephone number blocked.
 17. Inmates are prohibited from making emergency call (911), three-way calls, and calls to Operator Information (411).

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18. Inmates are prohibited from the use of any office telephone or other telephone not specifically designated for inmate use unless authorized & supervised by staff.

B. Regular Telephone Use

1. Inmate collect call phones are turned on at a designated time.
2. Inmates may use the collect call phones throughout the day during their scheduled recreation time.
3. Inmates may not use collect call phones during meals, official facility counts, linen/uniform exchange, facility emergencies and other times directed by the Housing Officer.
4. Inmates may be allowed to make non-collect supervised telephone calls by submitting an Inmate Request Form to the Caseworker for a legal, professional, or emergency call
5. Inmates will use telephones located in the multipurpose room at CJC and in the Caseworker's office at MSI when making non-collect telephone calls.
6. All non-collect telephone calls granted to inmates are supervised by a correctional staff member.
7. Inmates on Disciplinary Segregation status may only make legal, professional or emergency telephone calls.
8. Inmates are given reasonable privacy unless there is cause to believe that the telephone privilege is being used in a manner that is in violation of the law or detrimental to the safety of the facility, staff or other inmates and the community.
9. In emergency situations the collect call phones are turned off immediately and without warning.
10. The collect call phones will remain off until the emergency is cleared by the Area Supervisor.
11. Inmates are required to sit in a chair while using the collect call phones.
12. The Housing Officer will monitor the use of the collect call phones to see that inmates do not monopolize the telephone while other inmates are waiting, physically abuse or damage the telephone, use vulgar or threatening language, or disrupt the order of the Housing Unit.

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13. If the Housing Officer observes any misuse of the telephone, the officer immediately instructs the inmate to stop.
14. If the inmate refuses to cooperate, the Housing Officer instructs the inmate to hang up the telephone and return to assigned cell. If necessary, the officer calls for assistance.
15. The Housing Officer determines if a rule violation has been committed and pursues disciplinary action, if appropriate. (See 3.3.4 Inmate Rules and Discipline, and 3.3.6: Rule Violations/Disciplinary Hearing).
16. The Housing Officer will see that collect call phones are deactivated at the designated time at the end of each shift.
18. The Caseworker or Housing Unit Officer orients the inmate using the Inmate Handbook. The inmate is informed during orientation that all telephone calls made on the Inmate Phone Management System are recorded and may be monitored.
19. Inmates can only use telephones specifically designated for inmate use only unless authorized by the Shift Supervisor and accompanied by a correctional staff member.
20. Inmates are prohibited from using the telephones:
 - a. prior to being immediately transferred to another facility,
 - b. prior to being immediately transported to court, hospital/clinic,

C. Incoming Calls and Messages

1. When the Administrative Receptionist receives calls for inmates, this person will use IJMS to determine the inmate's housing location.
2. The Administrative Receptionist determines the nature of the call. If the matter is that of an emergency nature (i.e. serious illness, injury or death of a family member), professional or a legal matter, the call will be transferred to the appropriate person i.e. Caseworker, Shift Supervisor, Unit Manager or Social Services Clerk.
3. During business hours, the emergency call will go to the Caseworker or Unit Manager.

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4. During weekends, holidays and after business hours all emergency calls will be forwarded to the Shift Supervisor.
5. The Administrative Receptionist will not accept incoming calls to pass on personal messages to inmates.
6. If the appropriate person receiving the call determines the call is legitimate, (i.e., the call comes from mother, father, sibling, attorney, or a friend whose name is on inmate visiting or emergency contact list, etc.), the caller's name, telephone number, and other relevant information are received and passed on to the inmate.
7. If necessary (i.e. death of a family and urgent legal situations) the Caseworker will provide the inmate with a non-collect telephone call.
8. The Caseworker will see that the inmate is notified of the call in a location and manner that is appropriate to the situation.
9. If the Caseworker provides the inmate with information concerning death of a family member or other information that may adversely affect the inmate's behavior, the Caseworker will notify the Floor Supervisor and Housing Officer to arrange for closer supervision of the inmate. (see 4.2.13 Suicide Prevention/Intervention).
10. The Caseworker will document in the inmate's IJMS journal information received from the caller and interactions with the inmate.
11. In absence of the Caseworker during business hours, the Administrative Receptionist will forward incoming calls for inmates to the Unit Manger.

D. Special Telephone Calls

1. If an inmate needs to make a legal, professional, or emergency telephone call that cannot be made on the collect call phones or outside normal scheduled telephone hours, the inmate will submit an Inmate Request Form to the Caseworker.
2. If it is determined the call cannot be made on the collect call phones, the Housing Officer will forward the Inmate Request Form to the Caseworker.
3. The Caseworker will meet with the inmate, determine the nature of the request and if necessary provide the inmate with a non-collect telephone call.
4. The Caseworker will supervise the telephone call, document and file the Inmate Request Form and other relevant information in the inmate's custody file.

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5. If the Caseworker and the Unit Manager are off duty the Housing Officer will forward the Inmate Request Form to the Floor Supervisor.
6. The Floor Supervisor will then contact the Shift Supervisor who decides the appropriate course of action.

E. Telecommunication Device for the Deaf (TDD) Phone Calls

1. The TDD equipment is available for inmates with hearing and/or speech disabilities.
2. Correctional staff members must sign the TDD Log before removing the equipment.
3. During the admission process the Classification Specialist will allow inmates with hearing and/or speech disabilities or inmates who wish to communicate with parties with such disabilities the opportunity to use the portable TDD equipment.
4. Inmates in general housing or special management units with hearing and/or speech disabilities or inmates who wish to communicate with parties with such disabilities may request to use the TDD equipment by submitting an Inmate Request Form to the Housing Officer or placing the request form in the inmate mailbox at MSI.
5. The Housing Officer will forward the Inmate Request Form to the unit Caseworker. The Caseworker will sign the TDD Log and retrieve the portable TDD equipment and allow the inmate to make the telephone call in the housing unit multipurpose room at CJC or in the Caseworker's office at MSI.
6. The Caseworker will document all relevant information in the inmate's IJMS journal.
7. If the Caseworker is off duty and during normal schedule time for inmate telephone usage, the Housing Officer will forward the Inmate Request Form to the Floor Supervisor who will forward the request form to the Shift Supervisor who will decide the appropriate course of action. The Shift Supervisor instructs the Floor Supervisor to document the action taken in the inmate's IJMS journal.