

ADM-15.02, "Telephone Use"

SCDC POLICY

NUMBER: ADM-15.02

TITLE: TELEPHONE USE

ISSUE DATE: April 12, 2017

RESPONSIBLE AUTHORITY: DIVISION OF RESOURCE AND INFORMATION MANAGEMENT

OPERATIONS MANUAL: ADMINISTRATION

SUPERSEDES: ADM-15.02 (July 1, 2012); (June 1, 2010); (November 1, 2007); (December 1, 2004)

RELEVANT SCDC FORMS/SUPPLIES: 2-6

ACA/CAC STANDARDS: 4-ACRS-5A-19, 4-ACRS-6A-01, 4-4275, 4-4439

STATE/FEDERAL STATUTES:None

PURPOSE: To provide information about the appropriate use of South Carolina Department of Corrections (SCDC) telephones by employees and inmates.

POLICY STATEMENT: SCDC provides telephones for use by employees to conduct Agency business. Inmate telephones are provided to allow inmates periodic contact with family members and others. Inmates who abuse the telephone privileges may be suspended from telephone use and may be subject to disciplinary action under the provisions of SCDC Policy OP-22.14, "Inmate Disciplinary System." (4-ACRS-5A-19, 4-ACRS-6A-01, 4-4275, 4-4439)

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SPECIFIC PROCEDURES:

**1.EMPLOYEE USE OF SCDC TELEPHONES:** SCDC provides telephones for use by employees to conduct Agency business. The use of SCDC telephones for receiving or making personal telephone calls is discouraged unless absolutely necessary. Under no circumstances (except in an emergency situation; see note below) is a long distance call or a directory assistance call for personal purposes to be made on an SCDC telephone unless the call is charged to the employee's home telephone or personal calling or credit card, the call is made to a toll-free number, or the call is charged to the party being called if it is a non-state government number. Employees who violate this policy may be subject to corrective action up to and including termination. In addition, the employee will be required to reimburse SCDC for any personal long distance calls. This reimbursement will be made via cash or check to the Accounts Payable Section of the Division of Finance with a copy of the telephone bill and the telephone call highlighted.

Note: In an emergency or other extraordinary circumstances, an employee may make a long distance telephone call and immediately document the date, time, telephone number called, and the length of the conversation. The employee's office manager, Director/designee, or Warden/designee will coordinate with the Division of Resource and Information Management (RIM) on the next business day to report the use and will compare the information reported by the employee to the next telephone bill received by the service provider. A copy of the telephone bill will be sent to the Accounts Payable Section of the Division of Finance with the appropriate telephone call highlighted. A copy of the receipt of the telephone bill and payment to the telephone bill will be retained for audit purposes.

Note: The use of cellular telephone instructions can be found in SCDC Policy ADM-15.08. "Cellular Telephone Use."

**2. INMATE USE OF STAFF SCDC TELEPHONES:** When an office, institution, or division has a need to allow inmates to routinely answer calls via SCDC staff telephones, the Deputy Director of Operations, Administration, Programs and Services, Health Services, the Warden, or the Division Director must submit a written request to the Division of Resource and Information Management. The request should include the office, institution/division name, telephone number, location, job function, and details about the job. The request should also include a detailed description of what business the inmate will be conducting on the staff telephone, what alternatives were discussed, the potential problems that would be created if the request was denied, and who will be responsible for monitoring inmates who use staff telephones. The request must specify if the inmate will answer incoming calls only, place outgoing calls only, or answer incoming and place outgoing calls. The Division Director of RIM or designee will prepare a recommendation and forward it to the Deputy Director of Administration for final approval or disapproval. In general, inmates may be approved to:

**2.1 Answering Incoming/Placing Outgoing Calls:** All inmates must identify themselves as inmates and their location when answering/placing calls. No incoming/outgoing personal calls will be allowed. Each inmate will keep a daily call log noting each outgoing call. The log will note the date, time, and calling/called party. The inmate supervisor will verify the daily outgoing call log against the call detail record. The inmate's supervisor will be responsible for monitoring the inmate's actions and check the call detail records monthly to assure compliance. Example: "Hello, this is inmate Smith at the South Carolina Department of Corrections print shop."

2.2 The Division of RIM will maintain a file of all requests/authorizations for inmate use of employee phones and will periodically audit inmate use of employee telephones.

2.3 If the inmate fails to follow the above guidelines or uses the staff telephones for any purpose other than that approved, appropriate disciplinary action may be taken pursuant to SCDC Policy OP-22.14, "Inmate Disciplinary System." Employees who do not enforce the above procedures may be subject to corrective action pursuant to SCDC Policy ADM-11.04, "Employee Corrective Action."

### 3. INMATE TELEPHONE AND PINS:

3.1 Each inmate will be provided a Personal Identification Number (PIN) while at an SCDC Reception and Evaluation Center.

3.2 Inmates are allowed to make collect or debit (inmate funded) telephone calls using their 10 digit PIN. Each call will have a flat rate cost per minute and be automatically disconnected after 15 minutes. Inmates in general population will be permitted to make telephone calls as the institutional schedule permits.

3.3 Inmates and called parties will hear an announcement that their calls may be monitored and recorded prior to the acceptance of the call. All telephone calls will be monitored except for calls to the inmate's attorney of record, if the attorney has requested that those calls not be monitored. Attorneys may request that calls not be monitored by providing their telephone number, the name and inmate # of the inmate they represent, and their bar association membership number in a formal request on their firm's letterhead. This request must be sent to:

South Carolina Department of Corrections  
Office of the General Counsel  
PO Box 21787  
4444 Broad River Road  
Columbia, SC 29221-1787

NOTE: Any questions regarding attorney telephone privileges or requests that calls not be monitored should be addressed to the RIM Help Desk.

3.4 Inmates in RHU, SSR, Death Row, or other administrative segregation will be allowed to make personal or legal telephone calls as authorized by the policy applicable to that respective unit.

3.5 Inmates participating in the work release program will be allowed to receive business related telephone messages from their employers via institutional staff. (4-ACRS-5A-19, 4-ACRS-6A-01, 4-4275, 4-4497)

3.6 Inmates are not allowed to use any other inmate's PIN.

3.7 Inmates are not allowed to use any other means of placing or paying for telephone calls, except for special services provided for the deaf or hearing impaired.

3.8 Inmates are not allowed to participate in three (3) way calls. If the recipient of the inmate telephone call forwards, transfers, or otherwise calls another telephone number to allow the inmate to speak to someone at another telephone number, the inmate may be placed on telephone suspension and the recipient may be blocked from receiving any inmate telephone calls for a period of up to 12 months.

3.9 Inmates may report trouble with PINs by completing SCDC Form 2-6, "Inmate Telephone Trouble Form," and submitting it to the institutional telephone coordinator.

3.10 If an inmate abuses telephone privileges, his/her telephone privileges may be suspended or restricted. Depending on the circumstances, inmates may be prohibited from calling certain numbers or may be prohibited from using the telephone entirely, except for verifiable attorney calls. Inmates who use the telephone to abuse or harass the recipient of the telephone call will be subject to disciplinary action. See SCDC Policy OP-22.14, "Inmate Disciplinary System," for additional information.

3.11 Telephone calls from inmates may be blocked utilizing the following options:

- Called party(ies), when receiving a call from an inmate, may request to block all future calls from that inmate.
- Called party(ies), when receiving a call from an inmate, may request to block all future calls from all inmates.
- Written requests to block inmate calls may be sent to the RIM Help Desk, signifying which one (1) of the above two (2) blocks they are requesting. This request must include the name and telephone number of the requestor. NOTE: If the request is to block a particular inmate, the request must also include the inmate's name and SCDC number.

3.12 Investigators and other authorized staff may record and monitor inmate telephone calls except when the party being called is an attorney who has submitted a written request for exemption from call monitoring.

3.13 SCDC will not incur costs associated with inmate calls as all inmate calls are billed to the party being called (i.e., collect call) or the inmate's trust fund account. South Carolina Statute dictates that the Budget and Control Board is responsible for negotiating telephone service contracts, to include establishing toll charges and commissions.

#### 4. DEFINITIONS:

Employee phone refers to telephones connected to the public telephone network intended for use by employees. Employee telephones located in SCDC institutions are routed through telephone switches owned by SCDC that provide specialized security features and restricted long distance calling.

Inmate phone refers to telephones located in SCDC institutions that inmates are allowed to use. Inmate phones are connected through a telephone network that is separate from employee phones. Telephone calls placed from an inmate phone are routed through a computer system that affords recording and monitoring.

SIGNATURE ON FILE

s/Bryan P. Stirling, Director

Date of Signature

ORIGINAL SIGNED COPY MAINTAINED IN THE OFFICE OF POLICY DEVELOPMENT.