

DATE:	SEPTEMBER 27, 2017
NUMBER:	I.2
SUBJECT:	INTERCOM SYSTEMS
RELATED SECTIONS:	

PURPOSE:

To provide a means of communication between sworn staff and inmates.

POLICY:

Intercoms are generally located in areas accessible by inmates (e.g., dayrooms, cells, classrooms, etc.). Each facility shall maintain an inmate intercom system for the purpose of providing a means of communication between sworn staff and inmates. Intercom systems should be primarily used as a means of relaying and or summoning emergency assistance. Intercoms shall not be routinely muted or silenced.

PROCEDURE:

I. USE OF INTERCOM

- A. At the beginning of each shift, sworn staff assigned to positions (e.g., Housing Control, Central Control, etc.) equipped with intercom systems shall check their work area's touch screen panel, control panel, etc. and ensure intercoms have not been silenced or muted. Intercom systems shall also be checked any time sworn staff takes over operations in such areas (e.g., relieves a deputy arriving late to work, during mealtime, leaving early, etc.).
- B. In the event an intercom is silenced or muted, sworn staff must make an entry in the Area Activity log, utilizing the ALARMS type of Jail Information Management System (JIMS). At a minimum, the description field must include the cell number or inmate's name and booking number. The notes field must indicate the reason the intercom was silenced or muted.
- C. The intercom system volume/audible sound will be set to a level that can be heard by the person responsible for operating such equipment.
- D. In the event of an emergency or incident, an inmate is to depress the intercom call button which activates an alarm on the receiving end (e.g., Housing Control, Central Control, etc.). The alarm will alert sworn staff of a possible emergency or incident that deems their attention. Sworn staff will answer all intercom calls in an expeditious manner and follow-up on the nature of the call.

II. MAINTENANCE AND REPAIR

- A. Intercoms shall be kept clear of obstructions and not be covered in any manner. Intercoms should be observed by staff during security checks and/or hygiene inspections.

If an intercom is found to be intermittently operable, it should be reported as soon as practical before it becomes completely inoperable.

- B. In the event an intercom is inoperable, sworn staff shall report the issue to their respective administrative/operations deputy. Upon notification of the issue, the administrative/operations deputy will contact the security technician. The security technician will assess the issue and contact the contracted provider to remedy the problem. If the security technician is not available, the administrative/operations deputy will relay the information to the Sheriff's Project Manager.