

<b>DATE:</b>	AUGUST 1, 2018
<b>NUMBER:</b>	P.1
<b>SUBJECT:</b>	CUSTODY INFORMATION OFFICE
<b>RELATED SECTIONS:</b>	ENTIRE "P" SECTION
<b>IN COMPLIANCE WITH:</b>	

PURPOSE

Establish guidelines for the operation of the Custody Information Office.

POLICY

The detention facility Custody Information Office shall screen inmate inquiries, clear jail visitors, sort incoming mail, process incoming and outgoing inmate property, and other duties as assigned.

PROCEDURE

- I. All inquiries regarding inmates shall be screened by the detention information assistant (DIA) who will:
  - A. Attempt to furnish information that may be legally disseminated without transferring the telephone call.
  - B. Release information regarding out of custody inmates in accordance with Government Code Section 6254(f) and Sheriff's Department Policy and Procedure Sections 7.3.
  - C. Release only the following information regarding Federal inmates in county facilities:
    - 1. Custody status.
    - 2. Pending charge(s).
    - 3. Visiting hours.
  - D. All requests for medical information shall be forwarded to the Medical Records Unit of the facility for the appropriate release of information.
- II. The DIA shall also clear official and professional visitors prior to admittance to the facility by verification of proper credentials and authority to visit.
- III. PROCESS INCOMING MAIL ACCORDING TO HOUSING AREA
  - A. The mail shall be picked up by designated shift deputies for prompt distribution.
  - B. Federal inmates may be restricted to corresponding only with those people approved by the U.S. Marshal.

- C. Over the counter correspondence will not be accepted. All incoming mail should be delivered through the U.S. Postal Service.

#### IV. PROCESS INCOMING AND OUTGOING INMATE PROPERTY

- A. Unacceptable mail received will be processed in accordance to Detentions Policy P.3.
- B. Privately provided medications are generally not administered. Medications will be provided through the jail pharmacy. Should a member of the public wish to leave medications, the charge nurse will be notified. The charge nurse or designee will come to the Custody Information Office and obtain the necessary information.
- C. All detention facilities have an approved list of items acceptable through the Custody Information Office. All exceptions shall be approved by the watch commander prior to acceptance.

#### V. PROCESS NEGOTIABLE PAPER FOR BAIL

- A. Cash Bail
  - 1. Ascertain the correct amount of money necessary for bail and accept it.
  - 2. Complete necessary entries in the Jail Information Management System (JIMS) and print out a Cash Bail receipt for distribution to ensure accountability.
- B. Bail Bonds
  - 1. Accept bonds from authorized agencies only.
  - 2. Verify bonds for accuracy prior to acceptance.
  - 3. Complete necessary JIMS entries and print out a Bail Bond receipt for distribution to ensure accountability.
- C. Detention information assistants shall perform their duties efficiently and shall respond to all inquiries in a courteous and timely manner.