



# ***SUPERVISING INMATES***

## ***Unit 13.0***

## MOVEMENT WITHIN THE FACILITY (13.1.1)

Where the inmate is housed will give you an indication of the security level and the risk potential of the inmate.

Knowing the inmate's classification will provide you with critical information when escorting inmates.

Becoming familiar with your facility's housing layout is important because it will assist you in:

- Escorting inmates from location to location.
- Critical incident situations.
- Potential escape and or evacuation routes.

## Inmate Movement Procedure (13.1.2)

- 1) Determine destination.
- 2) Identify security risks.  
(Classification/facility layout.)
- 3) Determine if Individual or Mass movement is appropriate. (5/1)
- 4) Secure area (Separate inmates according to housing, classification, etc.).
- 5) Gain control and Instruct the inmates.
- 6) Advise personnel of movement if necessary.
- 7) Escort inmates (Counting before, during, and after the movement.).



## Group Or Individual Movement (13.1.3)

### Group 1#

Given the information below, regarding an impending movement, decide whether you would move the inmate(s) in a group or separate and move individually.

**An individual in your housing unit has been violent toward another inmate causing injury. This suspect and three other inmates; none involved in incident, need to be moved to the same floor and housing unit.**

### Mass or Individual?

**A group of 15 inmates are waiting to be escorted to a recreation area. You and two other deputies are working the housing module.**

What method would you use for movement?

# Safety & Security While Escorting Inmates Within Your Facility (13.1.4)

## Housing Indicators

Safe positioning and effective communication in escort

- o Behind the inmate(s) for best possible visual contact
- o Clear and concise directions

Keep your group together.

Verbal announcements may be made to advise others you are escorting inmates in their direction:

- o Doorways
- o Blind corners
- o Professional staff and other inmates
- o Sworn staff
- o When approaching a doorway

## Safety & Security While Escorting Inmates Within Your Facility (13.1.4) Cont.

Decision making in escorting inmates individually or in groups.

- o Security risk
- o Classification
- o Purpose of movement,
- o Staffing (maintain orderly movement)

Constant monitoring for safety and security concerns.

**\*\*Know who you are dealing with!!!**

## Consequences Of Improper Supervision During Inmate Movements (13.1.5)

- ❑ LOSS OF OFFICER CREDIBILITY
- ❑ LOSS OF INMATE DISCIPLINE
- ❑ PASSING OF CONTRABAND

ALWAYS SEARCH THE INMATE(S) DURING MOVEMENTS

- ❑ ESCAPE
- ❑ RIOT
- ❑ INJURY OR DEATH  
(TO INCLUDE STAFF OR INMATES)

## Supervising A “Roll Up” (13.1.6)

### ENFORCEMENT OF A ORDER

- COURT
- PROBATION
- IMMIGRATION
- PRISON
- EXTRADITION (OUT OF COUNTY OR STATE)

### VERIFICATION OF IDENTITY

WRISTBAND

PERSONAL INFORMATION ON FACE CARD/JIMS

QUESTION THE INMATE

**THIS IDENTIFICATION PROCESS IS YOUR PRIMARY CONCERN!**



## Supervising A “Roll Up” (13.1.6)

LOGGING MOVEMENT INFORMATION

COMPUTER/JIMS LOG ENTRY OR MOVEMENT

CLEAN-UP OF AREA

- REMOVE ALL PERSONAL ITEMS, COMMISSARY, LETTERS, PICTURES.
- DON'T ALLOW THE INMATE TO DISTRIBUTE PERSONAL ITEMS TO OTHER INMATES (I.E. PAYING OFF DEBTS).

RETRIEVAL OF ALL JAIL ISSUED ITEMS

- SEPARATION OF ALL FACILITY ISSUED ITEMS FROM THE INMATE'S PROPERTY.

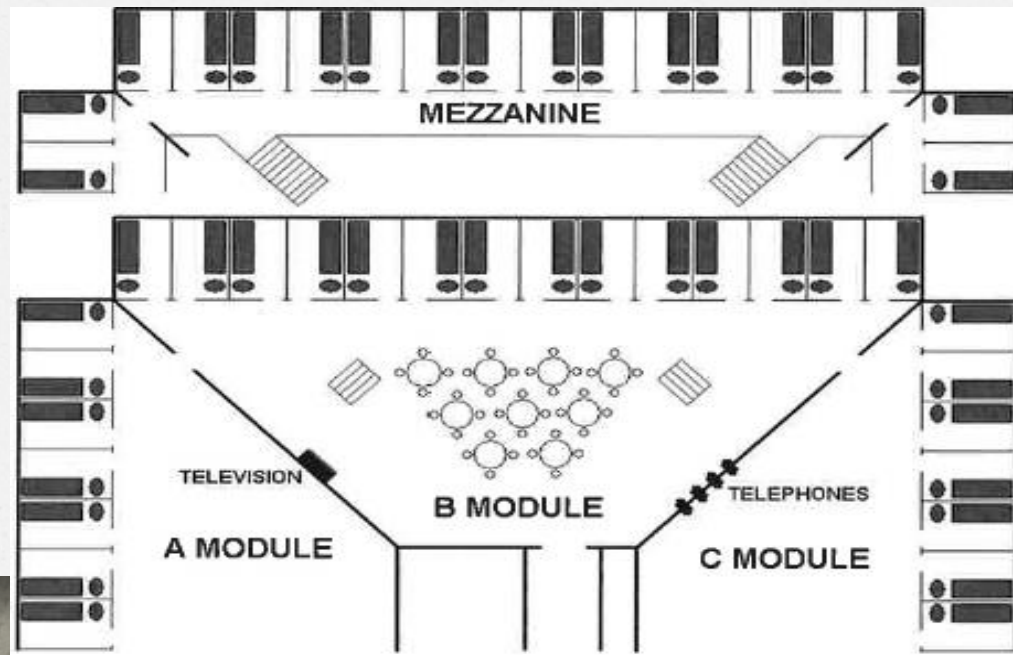
(END 1.0)

# Supervising Inmate Meals (13.2 and 13.2.1)

TIMED RELEASE OF INMATES

TO ENSURE ALL INMATES ARE ACCOUNTED FOR

- Open Dorm vs. Cell Living



Start .5

(Start .5)

## Duties While In A Dining Hall (13.2.2)

YOU SHOULD :

- o ENSURE PROPER SEATING (FACILITY SPECIFIC)
- o SEAT ACCORDING TO HOUSING ASSIGNMENTS
- o ADDRESS PROBLEMS QUICKLY
- o ACCOUNT FOR FOOD TRAYS, UTENSILS, AND FOOD
- o THE INMATES LEAVING THE DINING HALL
- o ENSURE THE INMATES ARE GIVEN ENOUGH TIME TO EAT
- o ENSURE FOOD IS DISTRIBUTED EQUITABLY

## Behaviors and Signs of Trouble While In The Dining Hall (13.2.3)

- o HOSTILITIES (ARGUMENTS BETWEEN INMATES)
- o FURTIVE OR AGGRESSIVE MOVEMENTS
- o GROUPING OR SEGREGATION
- o VOLUNTARY OR FORCED PASSING OF FOOD

## Potential Problems That May Occur During Mealtime (13.2.4)

- o FIGHTS
- o INTIMIDATION
- o PASSING OR OBTAINING CONTRABAND IS INCREASED
- o DIVERSIONS FOR ESCAPE OR ASSAULT)
- o PASSING OF FOOD DUE TO POOR QUALITY OR BY FORCE OR MANIPULATION

## Scenario (13.2.5)

### Group#2

DURING MEALTIME THE INMATES BEGIN TO GROUP AT SEVERAL TABLES. YOU HAVE INSTRUCTED THE INMATES TO SIT ACCORDING TO THEIR HOUSING ASSIGNMENTS, BUT THEY CONTINUE TO GROUP ACCORDING TO RACE.

WHAT DO YOU HAVE?

HOW WILL YOU SOLVE THE PROBLEM?

# Feeding Inmates In Their Cells/Dayrooms

## (13.2.6)

WHY WOULD THIS BE OCCURRING?

OFFICERS RESPONSIBILITIES:

- o ENSURE ALL INMATES AN OPPORTUNITY TO EAT
- o ENSURE EQUITABLE FOOD DISTRIBUTION
- o ENSURE ALL TABLEWARE & TRAYS ARE RETURNED
- o AVOID HOARDING OF FOOD (CLEANING)

# Facility Types

P.C. 6030. (a)

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# Supervising Cleaning Of Cells (13.3)

DEVELOPMENT OF POLICY AND PROCEDURE

INMATES ARE RESPONSIBLE FOR CLEANLINESS OF INDIVIDUAL CELLS  
AND COMMON AREAS

WEEKLY INSPECTIONS  
WRITTEN STANDARDS.

TITLE 15 ARTICLE 15, 1280\*\*

THE FACILITY COMMANDER IS ULTIMATELY RESPONSIBLE FOR  
ESTABLISHING REASONABLE CLEANLINESS STANDARDS

(Start 0.5)

## Responsibilities Of Corrections Officers While Supervising The Cleaning Of Cells Or Dorms (13.3.2)

- o EQUITABLE DISTRIBUTION OF WORK
- o CONTROL THE DISTRIBUTION OF CLEANING SUPPLIES
- o ACCURATE AND COMPLETE COMMUNICATION
- o ENSURE PROPERTY IS NOT STOLEN
- o PREVENT THE PASSING OF CONTRABAND
- o PREVENT HOARDING OF SUPPLIES
- o TO PREVENT MISUSE OF EQUIPMENT AND/OR SUPPLIES (POSSIBLE ACCESS TO SUICIDAL INMATES)
- o SUPPLIES BEING USED FOR SOMETHING OTHER THEN ITS INTENDED PURPOSE

# Potential Dangers To Staff And Inmates (13.3.3)



(End 0.5)

## Supervising Recreation (13.4)



(Start 0.5)

## Classification Issues Relevant To Inmate Exercise (13.4.2)

CLASSIFICATION INFLUENCES THE HOUSING OF INMATES AND HAS SPECIFIC IMPLICATIONS WHEN MIXING CLASSIFICATIONS TOGETHER DURING EXERCISE AND/OR RECREATION

# Safety And Security Hazards During Recreation (13.4.3)

SAFETY/SECURITY PROBLEMS INCREASE DURING RECREATION

- o OPPORTUNITY FOR ESCAPE
- o PASSING OF CONTRABAND
- o "PLAYING"
- o ASSUALTS
- o STAFFING ISSUES

SIGNS OF POTENTIAL PROBLEMS

## Supervision Practices Minimizing/Prevent Problems During Recreation (13.4.4)

### CLOSE OBSERVATION OF ACTIVITIES

- o MONITOR SPORTS BEING PLAYED
- o STOP THE “PLAYING” OR ROUGH HOUSING
- o STRICT ENFORCEMENT OF TIME SCHEDULE
- o BREAK UP UNUSUAL GROUPINGS
- o MONITOR GROUPING BY RACES
- o SEARCHING AND SECURING THE INMATES AND THE RECREATION AREA (BEFORE AND AFTER USE)

# Supervising Use Of The Telephone (13.5)

## TITLE 15 MANDATES (13.5.1) \*\*

**1065**

**ARTICLE 6**

**1067**

**851.5**

ESSENTIALLY GIVING INMATES REASONABLE ACCESS TO TELEPHONES AT ALL TIMES THROUGH THE ENTIRE BOOKING AND HOUSING PROCESS, EXCEPT FOR LOCK DOWN (HOUSING)



# Problems During Inmate Use Of Phone

## (13.5.2)

### MAKING OBSCENE OR THREATENING PHONE CALLS

- PHONE PRIVILEGES SUSPENDED
- FILE A CRIME REPORT
- RULE VIOLATION REPORT (ADMINISTRATIVE DISCIPLINE)

### PROPERTY DAMAGE

### A FEW PERSONS MONOPOLIZING THE PHONE

# ORIENTATION TO DIRECT SUPERVISION

## WHAT IS DIRECT SUPERVISION?

DIRECT SUPERVISION IS MORE THAN SIMPLY PLACING DEPUTIES IN THE SAME HOUSING UNIT AS INMATES OR JUST *KNOWING* THE 8 PRINCIPLES:

- EFFECTIVE CONTROL
  - EFFECTIVE SUPERVISION
    - COMPETENT STAFF
- SAFETY OF STAFF AND INMATES
  - EFFECTIVE COMMUNICATION
- MANAGEABLE AND COST-EFFECTIVE OPERATIONS
  - CLASSIFICATION AND ORIENTATION
    - JUSTICE AND FAIRNESS

Voluntold cadet to read....

"IN DIRECT SUPERVISION, THE CREATION OF GOOD BEHAVIOR SHOULD BE THE BASIS OF ALL DECISION MAKING AT ALL LEVELS.

THE MOST CRITICAL ELEMENT OF THE ***DIRECT SUPERVISION*** PHILOSOPHY IS TO PLAN AND OPERATE ON THE ASSUMPTION THAT MOST INMATES, GIVEN THE APPROPRIATE SITUATION, CAN BEHAVE NORMALLY."

## **DEPUTY'S ROLE?**

- o STAFF ACCESSIBILITY IS A KEY FACTOR THAT MAKES DIRECT SUPERVISION WORK.

*THE PHYSICAL PLANT DESIGN HELPS BY REMOVING BARRIERS BETWEEN STAFF AND INMATES*

**Approachable**

**Mindset**

**Demeanor**

**Temperament**

**Attitude**

**CRITICAL DIRECT SUPERVISION DEPUTY  
TASKS?**

***LEADERSHIP ROLE***

***- YOU ARE IN CHARGE***

***ROLE MODEL***

***- MODELING***

- Inmate Accountability
- Positive Behavior Reinforcement
- *Psychological Controls, over Physical Controls*
- *Verbal Skills* over force *and Discipline* as Primary Management Skills
- Problem Solver and Resolver

Solve *ISSUES* before they become *CONCERNS*;  
*CONCERNS* before they become *PROBLEMS*; and  
*PROBLEMS* before they become *DISASTERS*.

## The Philosophy of Direct Supervision

<https://www.youtube.com/watch?v=f44GSsIWbJw>

# ORIENTATION TO DIRECT SUPERVISION REFERENCES

<http://nicic.gov/DirectSupervisionJails>

National Institute of Corrections, How to Run a Direct Supervision Housing Unit, *Orientation to Direct Supervision*, Module 2, pages 1-9.

[http://www.aca.org/aca\\_prod\\_imis/aca\\_member](http://www.aca.org/aca_prod_imis/aca_member)

D. Bogard, V. A. Hutchinson, V. Persons, (2010), Orientation to Direct Supervision, *Direct Supervision Jails The Role of the Administrator*, NIC Accession Number 024192, Pages 1-2.



# Disturbances And Disputes (13.6)

## DESCRIPTIONS OF INMATE DISPUTES (13.6.1)

### Group #3

Provide descriptions of types of daily inmates disputes in a housing area

- Decide if additional resources are needed (sworn or professional staff)

## Reasons For Breaking Up Horseplay (13.6.2)

- PREVENTION OF ACCIDENTAL INJURY
- PREVENTING ESCALATION THAT MAY RESULT IN AN ALTERCATION
- PREVENTS DELIBERATE DISTRACTION

## Principles For Maintaining Safety And Security While Investigating Disturbances (13.6.3)

ASSESS YOUR SITUATION OR TYPE OF DISTURBANCE

- DON'T RUSH IN WITHOUT PLAN.
  - INFORM OTHER OFFICERS BEFORE GOING IN.
    - HAVE BACK UP READY.
      - REMEMBER SAFETY AND SECURITY IS FIRST PRIORITY.

## Consequences Of Failing To Promptly Investigate Disturbances (13.6.4)

YOU MAY POSSIBLY EXPERIENCE OR BE RESPONSIBLE FOR:

- o DAMAGE TO FACILITY
- o INJURIES TO STAFF OR INMATES
- o ESCAPE
- o DIVERSION

LEGAL LIABILITY

CARE CUSTODY & CONTROL

**Advantages And Disadvantages Of Using Informants (13.6.5)**

**ADVANTAGES**

**DISADVANTAGES**

## Signs Of Potential Disturbances (13.6.6)

- Grouping/New Groups/Racial Separation
  - Noticeable changes in clothing
- Diversionary Tactics
  - Rising or Falling of Noise Levels
- Attention focused on Sworn Staff
  - Jail damage
- Hesitation by inmates to reenter housing areas
  - Unusual requests
- Hoarding of Commissary Goods
  - Gang inmate subculture affiliation

## GANG INMATE SUBCULTURE AFFILIATION

Some of the features of prison subculture are:

- **Do not inform on your fellow prisoners.**
  - **Do not trust staff.**
- **Help other residents.**
  - **Show your loyalty to other residents.**
- **Share what you have.**

**Precautions That May Prevent a Dispute From Leading To Physical Injury or Property Damage**  
**(13.6.7)**

YOU MAY HAVE TO:

- o KNOW WHO TO CALL FOR ASSISTANCE
- o BE AWARE OF RECENT INCIDENTS IN YOUR AREA, MODULE OR YARD
- o BE COGNIZANT OF POSSIBLE SET UP
- o REMAIN CALM
- o REMAIN OBJECTIVE/IMPARTIAL AND NEUTRAL
- o DON'T PHYSICALLY TOUCH AN INMATE UNLESS APPLYING RESTRAINTS OR STOPPING PHYSICAL INJURY



## General Order Of Escalating Interventions In Inmate Disputes (13.6.8)

- GIVE CLEAR AND CONCISE VERBAL COMMANDS
- CONCISE COMMUNICATION IS MOST EFFECTIVE
- SEPARATE
- ISOLATE

\*

# Identify Whether The Situation Warrants Investigation (13.6.9)

## GROUP #4

### SCENARIO #1

AN INMATE APPROACHES YOU WITH A SWOLLEN EYE AND A BLOODY NOSE;  
WOULD YOU INITIATE AN INVESTIGATION?

### SCENARIO #2

WITNESS' TELL YOU AN INMATE WAS BEATEN BY OTHER INMATES.  
WHEN YOU QUESTION THE INMATE THEY DENY THE ALLEGATIONS.  
WOULD YOU INITIATE AN INVESTIGATION?



**GLADIATOR DAYS**  
ANATOMY OF A PRISON MURDER

## Progressive Discipline (13.7)

### TITLE 15 ISSUES DEALING WITH THE DISCIPLINE OF INMATES (13.7.1)

#### **§ 1069. INMATE ORIENTATION.**

*(A) IN TYPE II, III, AND IV FACILITIES, THE FACILITY ADMINISTRATOR SHALL DEVELOP WRITTEN POLICIES AND PROCEDURES FOR THE IMPLEMENTATION OF A PROGRAM REASONABLY UNDERSTANDABLE TO INMATES DESIGNED TO ORIENT A NEWLY RECEIVED INMATE AT THE TIME OF PLACEMENT IN A LIVING AREA. SUCH A PROGRAM SHALL BE PUBLISHED AND INCLUDE, BUT NOT BE LIMITED TO, THE FOLLOWING:*

## **Title 15 Issues Dealing with the Discipline of Inmates (13.7.1) Cont.:**

- (1) *CORRESPONDENCE, VISITING, AND TELEPHONE USAGE RULES;*
- (2) *RULES AND DISCIPLINARY PROCEDURES;*
- (3) *INMATE GRIEVANCE PROCEDURES;*
- (4) *PROGRAMS AND ACTIVITIES AVAILABLE AND METHOD OF APPLICATION;*
- (5) *MEDICAL SERVICES;*
- (6) *CLASSIFICATION/HOUSING ASSIGNMENTS;*
- (7) *COURT APPEARANCE WHERE SCHEDULED, IF KNOWN; AND,*
- (8) *VOTING, INCLUDING REGISTRATION.*

# Title 15 Issues Dealing with the Discipline of Inmates (13.7.1) Cont.:

## Title 15, Article 7. Discipline

- 1080. Rules and Disciplinary Penalties
- 1081 Plan for Inmate Discipline
- 1082 Forms of Discipline
- 1083 Limitations on Disciplinary Actions
- 1084 Disciplinary Records

*(outlined in handout)*

## Progressive Discipline (13.7.2)

PROGRESSIVE DISCIPLINE IS BEGINNING AT THE LOWEST LEVEL AND ADVANCING BASED ON THE SERIOUSNESS OF THE OFFENSE, REPETITIVE INSTANCES OF THE SAME OFFENSE AND DISCIPLINARY HISTORY OF THE INDIVIDUAL

# Progressive Discipline (13.7.2) Cont.

Group #1

VIOLATIONS FALL INTO ONE OF THREE CATEGORIES:

MINOR-EXAMPLE: ?

MAJOR-EXAMPLE: ?

STATUTORY-EXAMPLE: ?

DOCUMENTATION?



# Progressive Discipline (13.7.2) Cont.

## PUNISHMENT MINOR DISCIPLINE

### INFORMAL

- WRITTEN WARNING
- VERBAL COUNSELING
- ASSIGNMENT TO EXTRA WORK DETAIL

### FORMAL

- REMOVAL FROM OR CHANGE OF WORK ASSIGNMENT
- LOSS OF TELEVISION PRIVILEGES
- LOSS OF PHONE PRIVILEGES
- LOSS OF COMMISSARY
- LOSS OF INMATE WORKER STATUS
- FINES NOT TO EXCEED \$3.00 PER DAY

## PUNISHMENT MAJOR DISCIPLINE

- o LOCKDOWN ENTIRE MODULE (NOT TO EXCEED 72 HOURS)
- o LOSS OF VISITS
- o DISCIPLINARY ISOLATION NOT TO EXCEED 10 DAYS
- o DISCIPLINARY DIET (TITLE 15 SEC 1247)

REQUIREMENTS ARE FOR A THE DISCIPLINARY DIET?

WHAT DO YOU THINK THE D. I. DIET IS MADE OF?

## PUNISHMENTS NOT DISCUSSED

- o FINED FOR DAMAGES
- o REVOCATION OF GOOD TIME/WORK TIME CREDITS  
(LAST STEP IN PROGRESSIVE DISCIPLINE)

### LAW VIOLATIONS

ANY PUNISHMENT NOT DISCUSSED

CRIMINAL PROSECUTION

## Concepts To Be Considered In Using Progressive Discipline (13.7.3)

WHEN THE DISCIPLINARY HEARING OFFICER ADMINISTERS HIS DECISION THE PUNISHMENT SHOULD BE THE APPROPRIATE DISCIPLINE IN RESPECT TO THE VIOLATION, PRIOR VIOLATIONS, AND PREVIOUS DISCIPLINE IMPOSED.

## Inmate Grievances (13.8.1) \*

### Group #2

WHAT CONDITIONS OF CONFINEMENT CAN BE ADDRESSED THROUGH THE GRIEVANCE PROCEDURE:

MEDICAL CARE? - Yes

PROGRAM PARTICIPATION? - Yes

DISCIPLINARY ACTIONS? - Yes

CONDITION OF LAUNDRY? - Yes

SENTENCE IMPOSED BY COURT? - No

(Start 0.5)

## Inmate Grievance PROCEDURES (13.8.2)

ALL NON-DISCIPLINARY GRIEVANCES HANDLED AT THE LOWEST LEVEL SUPERVISOR (DEPUTY) OF THE AREA CONCERNED.

DISCIPLINARY GRIEVANCES.

- o HANDLED BY THE GRIEVANCE REVIEW OFFICER \*

THE REVIEWING STAFF MEMBER AT ANY LEVEL CAN AFFECT A RESOLUTION OF THE GRIEVANCE.

# Profile Traits of Staff for Manipulation (13.9.1)

## GROUP #3

IDENTIFY THE TRAITS IN WHICH THE INMATE PROFILES  
STAFF MEMBERS FOR MANIPULATION.

### NAÏVE

- Trust And Lack of Experience

### OVER FAMILIARIZATION

- Over communicating or giving of personal Information

### UNPROFESSIONAL

- Not following P&P and too complacent or lazy

## Techniques And Strategies Of An Inmate Manipulator (13.9.2)

INMATES ARE CONSTANTLY MONITORING US AND WILL LOOK TO ENGAGE YOU IN CONVERSATION FOR ASSESSMENT

(LISTENING, VERBAL, ACTION) \*

### Action Observation

AN INMATE MAY VIOLATE A RULE TO DETERMINE IF THEORY ON EMPLOYEE'S REACTION IS CORRECT.

**This is all done to determine YOUR VULNERABILITY TO MANIPULATION!**



## Steps Of A “Set-up” Inmate Manipulator (13.9.3)

THE INMATE WILL:

GAIN INFORMATION

GAIN TRUST

PAY YOU COMPLEMENTS/AGREE WITH YOUR IDEAS OR OPINIONS

MANIPULATE A FAVOR

THREATEN TO EXPOSE YOU

IF AN INMATE HAS DONE HIS JOB CORRECTLY, HE/SHE MAY TRY TO TEST YOU BY COMMITTING A SIMPLE RULE VIOLATION. YOUR BEST COURSE OF ACTION SHOULD BE TO INITIATE WRITTEN DOCUMENTATION OR DOCUMENT THE INCIDENT AND FOLLOW THE RULE VIOLATION PROCESS.

## Signs Of Being Victim (13.9.4)

YOU MAY BE OR SEE OR FEEL LIKE:

- o ALIENATION FROM OTHER STAFF MEMBERS
- o REQUESTING TO WORK A SPECIFIC LOCATION  
(AVOIDANCE)
- o PERSONAL FEELINGS
- o INMATES PLACING YOU ON THEIR LEVEL OR OVER  
FAMILIARIZATION WITH INMATES

## How To Prevent Becoming A Victim (13.9.5)

- o MAINTAIN PROFESSIONALISM
- o BE AWARE OF YOUR SURROUNDINGS
- o MAINTAIN A PROFESSIONAL DISTANCE WITH THE INMATES
- o SELF-EVALUATION

## Response When You Realize You Have Been A Victim Of A Set-up (13.9.6)

TAKE IMMEDIATE STEPS TO STOP AND REPORT THE INCIDENT:

- o NOTIFY YOUR SUPERVISOR
- o DOCUMENT THE INCIDENT
- o NOTIFY THE INMATE OF ACTIONS TAKEN



## Scenarios (13.9.7)

### Group #4

*AN INMATE WORKER STOPS HIS WORK AND STARTS A CONVERSATION WITH YOU. THIS HAS HAPPENED ON SEVERAL OCCASIONS AND YOU DIDN'T THINK ANYTHING WAS WRONG WITH YOUR CONVERSATIONS; HOWEVER, YOU DID SPEAK OF PERSONAL STUFF AND HAD AT TIMES OFFERED ADVICE.*

*AFTER THE START OF YOUR CONVERSATION THE INMATE WORKER ASKS FOR A FAVOR. HE WANTS YOU TO ALLOW HIM TO USE THE FREE PHONE TO CALL HIS WIFE. THE INMATE EXPLAINS THAT HE IS HAVING PROBLEMS JUST LIKE YOU AND WOULD GIVE YOU TRADE INFORMATION IF YOU WILL LET HIM USE THE PHONE.*

*o WHAT WOULD BE YOUR RESPONSE?*