



San Diego County Sheriff
Training Bulletin
Kelly A. Martinez, Sheriff
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P.2 Telephone Access P & P Update

The purpose of this training bulletin is to outline changes to [DSB P&P section P.2 – Telephone Access](#). The updated policy emphasizes additional procedures for access to Telecommunication Relay Services (TRS) for incarcerated persons with communication-related disabilities. Please review [DSB P&P section P.2](#) in its entirety for further details.

TRS allows a person with a communication-related disability (deaf, hard of hearing, speech disabilities, etc.) to communicate by telephone in a manner that is functionally equivalent to telephone services used by persons without such disabilities. TRS options include speech-to-speech relay, videophones, teletypewriters (TTY), Telecommunications Device for the Deaf (TDD), or captioned telephones.

Incarcerated persons with communication-related disabilities who require reasonable accommodation to access a telecommunication system, **shall** be provided access to the appropriate telecommunication device or system which will facilitate communication, at no cost to the user. Incarcerated persons with communication-related disabilities who utilize TRS or non-conventional phones **shall** receive the same access to TRS as others receive to conventional telephones, except that these individuals **shall** be provided at least twice the minimum call time for calls made using a conventional telephone.

Incarcerated persons who require the use of their hands to communicate using TRS or non-conventional telephones **shall not** be restrained in a manner that restricts the use of their hands and arms for communication, unless there is a safety and security concern.

Access to TRS or non-conventional telephones and other auxiliary aids and services **shall** be handled according to [DSB P&P section P.11](#).

Documentation for Telephone Access

- If access to TRS or a non-conventional telephone is not readily available in the housing unit or holding area of an incarcerated person who requires access, the use of the device **shall** be documented in the JIMS Operation Status Board, as appropriate (e.g., VRS, TDD).
- In housing units with free access to telecommunication devices during their scheduled dayroom or recreation time, "DAYROOM/PHONE TIME" **shall** be logged in the JIMS Area Activity log.

Area	HU	Cell	Bed	Res Class	Cell Class	Bed Type	Area Stat
2	BKG	A	044				-----
2	BKG	A	045				-----
2	BKG	A	046				-----
2	BKG	A	047				-----
2	REL	E	064				-----
2	BKG	A	049				-----
2	REL	E	071				SVST Social Visit
2	REL	E	069				TDD Telephone for Deaf
2	REL	E	082				TOC Temp Out of Custody
2	BKG	A	053				VCON Video Conference
2	BKG	A	054				VISP Professional Visit
2	BKG	A	055				VRS Video Relay System
2	REL	E	063				WLCK Wellness Check

