

DATE:	MAY 29, 2024
NUMBER:	P.2
SUBJECT:	TELEPHONE ACCESS
RELATED SECTIONS:	N.5 , P.11 , M.39

PURPOSE

To establish guidelines that will permit incarcerated persons to use telephones during normal operating procedures.

POLICY

All incarcerated persons will be provided reasonable access to a telephone beyond those telephone calls required by section 851.5 PC. Sworn staff members shall not turn off telephones as a punitive measure when incarcerated persons delay their response to programs, services, medication distribution, etc.

Nothing in this section is intended to limit the authority of the facility commander to revoke an incarcerated person's telephone access as necessary to preserve institutional safety and security, nor prevent criminal activity. When such action is taken, the facility commander shall implement a plan that allows an incarcerated person to contact their attorney and the courts by telephone.

PROCEDURE

I. ACCESS TO TELEPHONES

- A. Telephones will be located in areas accessible to incarcerated persons during dayroom or recreation time when they are allowed outside of their assigned cells or dorm living units. Telephone calls will be at no cost in accordance with County of San Diego Policy.
- B. 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.
 - 1. Telecommunication Relay Services (TRS) allow a person with a communication-related disability to communicate by telephone in a manner that is functionally equivalent to telephone services used by persons without such disabilities. In most cases, a caller with a communication-related disability accesses TRS through a non-conventional phone, such as a videophone or captioned telephone, and uses TRS to communicate with another individual who is using a conventional phone.
 - 2. Incarcerated persons who utilize TRS or non-conventional phones (e.g., speech-to-speech relay, videophones, teletypewriters (TTY) or Telecommunications Device for the Deaf (TDD), or captioned telephones shall receive the same access to TRS or non-conventional phones as others receive to conventional phones,

except that these individuals shall be provided at least twice the minimum call time for calls made using a conventional telephone.

3. Incarcerated persons who require the use of their hands to communicate using a non-conventional phone, such as individuals using a videophone or a TTY/TDD, 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.
4. Access to speech-to-speech relay services shall be permitted by dialing Safety/Security Interest - GC 792
Safety/Security Interest - GC 7922.000, Phone Number/Home Address/Email address - 7922.00
5. Access to non-conventional phones and other auxiliary aids and services shall be handled according to Detention Services Bureau Policy and Procedure (DSB P&P) Section P.11.

II. DOCUMENTATION

- A. Generally, the use of a telephone is not documented in an incarcerated person's JIMS History as a "PHONE CALL" unless access to a telephone is restricted due to housing or holding cell requirements.
- B. If access to TRS or a non-conventional phone is not readily available in the housing unit or holding area of an incarcerated person who requires access to the device, the use of the device shall be documented according to DSB P&P Section P.11.
- C. For incarcerated persons 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.