


POLICY OF STATE OF DELAWARE	POLICY NUMBER 3.17	PAGE NUMBER 1 of 3
DEPARTMENT OF CORRECTION	RELATED ACA Standards 2-CO-5D-01, 4-ACRS-5A-19, 4-4497, 4-4497-1	
CHAPTER: 3 Programs & Services	SUBJECT: TELEPHONE ACCESS	
APPROVED BY THE COMMISSIONER AND EFFECTIVE THIS DATE:		
 7/8/15		
APPROVED FOR PUBLIC RELEASE		

I. AUTHORITY: 11 Delaware Code, §6517, §6504, § 6556, 29 Del. Code § 8903

II. PURPOSE: To establish guidelines for governing the use of telephones by offenders and the use of the facility phones for assisting offenders in making emergency calls, legal calls, or other approved call for appropriately addressing the offenders needs.

III. APPLICABILITY: All DDOC employees, volunteers, persons and organizations conducting business with the DOC and all offenders under the custody and supervision of the DOC.

IV. DEFINITIONS:

Approved Call list: A list of numbers requested by the offender and approved for the offender to contact.

Emergency Calls: Calls related to notification of death, serious illness, or hospitalization of a family member related to the offender.

Legal Calls: Telephone calls to attorneys or other legal representatives.

Offender Telephone: Telephones located within common areas of the institutions that allow for offender access in accordance with established policies and procedures. Offender Telephone calls shall be directly or remotely monitored and/or recorded.

Facility Staff Phones: Any non-offender telephone that permits access to either the internal phone system or telephone access outside the institution.

Provider: The common carrier contracted with the State of Delaware to provide offender telephone services.

Teletypewriter (TTY) / Telecommunications device for the deaf (TDD) Phones: A user terminal with keyboard input and printer or display output used by the hearing and speech impaired. The device contains a modem and is used over a standard analog phone line.

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IV. POLICY: The DDOC recognizes that frequent and meaningful communications between offenders and family members is important to successful social reintegration of offenders and that the telephone is a primary method by which an offender maintains contact with family members and loved ones. It is the policy of the DDOC to allow offenders to make telephone calls to pre-approved individuals in accordance with established procedures. Each facility shall develop procedures for adhering to the standards in this policy.

V. PROCEDURE

- A. Through the established mandatory use contract, the DDOC along with the Department of Technology (DTI) will ensure that offenders have access to reasonably priced telephone services.
- B. Contracts involving telephone services shall comply with all applicable state and federal regulations.
- C. Offender will be notified in advance of any of the following relating to the telephone contract:
 - 1. Provider Changes
 - 2. Call fee changes
 - a) Per call fee
 - b) Per minute fee
- D. Except for some emergency calls that may be placed on a Facility Staff Phone, the full costs for offender calls shall be paid by the offender initiating the call or the party receiving the call at prices set through the contract.
- E. Public coin phones will only be accessible to those offenders supervised in a community setting not to include Violation Centers.
- F. Offenders will be given the opportunity to request telephone numbers to be entered into the automated telephone system to be placed on their approved calling list. The approved calling list may not exceed ten (10) telephone numbers at any given time as determined by each facility.
- G. Offender call lists will be verified to determine that existing “No Contact” Orders are not violated.
- H. Approved calling lists may be updated as determined by the facility; however, will not exceed a minimum of every 90-days.

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- I. All Offender calls may be monitored and recorded for security purposes with the following exceptions:
 - 1. Legal calls
 - 2. PREA Hotline calls
- J. Offender Telephones should be located in common/recreational areas as well as in admission areas where feasible.
- K. Institutions shall set limitations on the amount of calls and the duration as dictated by facility operations and security levels.
- L. Offenders with hearing and/or speech disabilities, and offenders who wish to communicate with parties on their approved phone list who have such disabilities, shall be afforded access to a TTY/TDD device, or comparable equipment. Offenders with hearing impairment shall be given access to phones with volume control, or comparable equipment.
- M. Each facility shall have two methods (Administrative Terminal, Cut off switch) to shut down the telephone system in emergency situations.
- N. The possession and or use of cell phones or similar devices by offenders is absolutely prohibited.

